

2013

Advisory  
Committee on the  
Commercial  
Operations of  
Customs and  
Border Protection  
(COAC)

# Trade Efficiency Survey

A review of trade satisfaction, priorities, costs, and risk.

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## Executive Summary

The COAC Subcommittees are organized to provide Customs and Border Protection (CBP) with advice and guidance on new, existing, or proposed compliance and operational matters. Since matters relating to facilitation and cost are key concern of CBP and the trade, and since the Centers of Excellence and Expertise creation in 2011/2012, COAC made a recommendation to CBP to establish baseline industry metrics. During implementation discussions, we jointly realized that a portion of the measurements were trade-owned. Therefore, beginning in 2012, COAC assumed responsibility to capture and report information from the trade using an annual trade efficiency survey. This survey is designed to establish a benchmark for costs associated with importing goods into the United States, understand the key cares of trade, strengthen inter- and intra- governmental operations to promote efficient compliance, and report trends<sup>1</sup>.

COAC conducted this benchmarking survey for the first time in June 2012 to measure how effective CBP's trade facilitation efforts are at lowering the cost and burden associated with a company's compliance and operations efforts<sup>2</sup>. The survey concluded that CBP and PGA programs or efficiencies that ultimately decrease entry lifecycle processing times and decrease freight dwell are significant motivators as they contribute to reducing the overall cost of doing business for those companies involved in this survey.

In this second annual survey, released in June 2013, COAC sought to ensure strategic outcomes by compressing the facilitation questions, and adding questions that relate to anti-dumping, participating government agencies, and exports<sup>3</sup>. As with the last report, this report also organizes responses into three main categories: Facilitation, Costs and Holds, and Customs and Border Protection (CBP) and Partnered Government Agency (PGA) Satisfaction. Beneath each key area, find an overview of the findings and the detail of the particular applicable survey questions.

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<sup>1</sup> The 2012 and 2013 COAC Trade Efficiency surveys are only representative of the individual survey respondents and do not statistically represent of the underlying trade population. As such, comparisons between these two surveys may not lead to valid conclusions.

<sup>2</sup> These assertions pertain to most survey respondents; results are not representative of the overall trade industry. *FY 2012 COAC Trade Efficiency Survey*.

<sup>3</sup> The questions contained herein are intended to address exports strategically. For more details on Exports, COAC published an extensive questionnaire in Nov 2013.

## Executive Summary, continued

Using this survey and 2012 information where relevant<sup>4</sup>, we summarize our findings as follows:

- The majority of respondents (75%) indicated they received communication of their delays through their broker (illustrating this relationship as a critical information source), with 65% experiencing delays on shipments in 2012. The most common delays included a range of three categories, including: holds, documents required, and exams. For all these categories, the Trade indicated these delays impacted 1-20% of entries. The average delay range was 1-2 days, and the average cost of the delay was \$1,000 or more.
- The majority of respondents, or 77%, experienced exams; however, the percentage of entries these exam impact are minimal. For example, exams in 2012 impacted less than .25% of entries. When exams did occur, the impacts were substantial. Exams have an average cost of upwards of \$1,800 and average a range of delay of 1-4 days.
- There were a variety of direct and indirect impacts to delays, including supply shortages/failure to fulfill orders, port storage expenses and administrative costs. Additionally, the survey proposed solutions to occurrences of delays, including earlier messaging through CBP's Cargo Release/Simplified Entry, more descriptive messaging and better communication with CBP/PGAs/Brokers.
- Most respondents, at least 81%, are satisfied with CBP's facilitation efforts.
- 34% of respondents reported that they were not subject to a PGA requirement; however, half of those respondents reported they were a part of an industry known to be PGA regulated.
- Trade prioritization for the PGA requires focus in two areas: the ability to file all data electronically for US Imports (67% of PGA respondents) followed by 49% of respondents receiving PGA decisions through the same channels as CBP decisions (49% of PGA respondents).
- The vast majority of PGA respondents indicated that none of their PGA holds during the past 12 months resulted in an actual refusal.
- A majority of respondents reported one to four hours managing the lifecycle of a single entry at a cost of up to \$399 per entry.
- Majority of respondents filed anywhere from 100 to 999 import entries per year and either no exports or up to 999 export declarations filed per year.
- Of the 28% of respondents who did offer an opinion, 81% of respondents favored a prospective system for managing Anti-Dumping.
- 50% of respondents reported annual export shipment counts of 999 and under, with the highest concentration of activity reported by the Agriculture and Prepared products industry and Textiles Wearing Apparel and Footwear industry.

While this survey is in its second year of maturity, the results continue to reveal that CBP and PGA programs or efficiencies that ultimately decrease entry lifecycle processing times and decrease freight stops are significant motivators as they contribute to reducing the overall cost of doing business for those companies involved in this survey.

## About This Survey

### **Survey Type, Distribution, Timeline, and Rate of Response**

The 2013 survey consisted of fifty (50) multiple choice questions, and inquired on several different areas including exam rates, number of CF 28's/inquiries received, estimated cost and time expenditures and satisfaction. In 2012, survey questions related specifically to CBP and generally to Participating Government Agencies (PGAs). In 2013, after on PGA input, we are pleased that these topics will represent equally. Additional changes in 2013 include the addition of questions relating to anti-dumping and exports. Additionally, the facilitation section was streamlined to remove some Center of Excellence and Expertise (CEE) questions, as they are included in an annual CEE direct-send survey. Overall, the count of questions increased from forty-six (46) to fifty (50).

COAC distributed the anonymous survey to various networks, including trade associations, importers, brokers, attorneys, consultants, freight forwarders, using a secure web-based tool. Service providers were asked to respond on behalf of their collective, averaged customer base. Feedback from both importers/exporters and service providers was important, since cost and efficiency details are better reported by those entities with direct knowledge. The open to close timeline allowed for a forty (40) day open response period (increased from thirteen (13) in 2012), and collected results from over 815 respondents (increased from 521 respondents in 2012).

The responses to each question are provided in three forms where relevant (see index): 1) actual response; 2) actual response cross-tabulated by industry<sup>5</sup> (question 2: based on the predominate number of imported products, please select the industry grouping below that most closely identifies your business). 3) actual response cross-tabulated by job type<sup>6</sup> (question 1: Please select your expertise or area of responsibility), and In one instance, it was important to cross-tabulate among questions.

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<sup>5</sup> 618 out 815 respondents self-identified as one industry (97 self-identified as "other" category)

<sup>6</sup> 762 out 813 respondents self-identified as one job (51 self-identified as "other" category)

## Facilitation

### Overview

**In 2012**, the survey suggested that CBP's facilitation efforts should be focused on reducing processing times and reducing freight dwell times. In the terms of the specific areas the following received the highest ranking: CBP processing times, CBP holds, Exams, and PGA processing times. The ability to file all required data electronically for U.S. Imports was the most important issue for the single window to resolve, as indicated by 90% of respondents.

**In 2013**, the survey remained consistent with 2012. Although delays continue to be the most significant issue, exams and the desire for a single window continue to be rated highly as part of trade facilitation. Satisfaction related to trade facilitation efforts were slightly higher than satisfaction with port processing. The data showed that 81% – 83% of "Importers", "Importer/Exporters", "Licensed Customs Brokers" and "Logistics Officers or Supply Chain Officers" were satisfied with overall CBP Trade Facilitation. Satisfaction with the ports by "Licensed Customs Brokers" and "Importer/Exporter" varied from 66% to 80% (after discarding numbers for "Skipped" and "No Contact").

Consistent with items considered significant and 2012 and 2013 results, the most highly rated benefits for trusted trader were Delay resolution, Pre-arrival cargo release and One U.S. Government cargo release (specific order depends on industry responding).

2013 marks the first survey with AD/CVD questions. There were two primary questions attempting to measure trade feedback specifically related to retrospective system of enforcement and collections.

The survey showed that 12% of respondents feel "impacted" by the retrospective enforcement system. This relatively low number is not a surprising number given the total number of imports currently under an AD/CVD order. Given how much attention AD/CVD issues continue to receive, this number validates the notion that AD/CVD issues are extremely contentious as the issues draw considerable attention and controversy given the relative number of companies involved. It is worth noting that an additional 21% of respondents noted they "do not know" if they are impacted by the retrospective system. Questions in future surveys may be able to help clarify this question.

When asked to compare a prospective vs. retrospective system of collection – 23% of total respondents expressed favor for a prospective system with 5% noting a preference for the current retrospective system. The majority of respondents – 72% - answered either "no opinion" or "not applicable". Stated another way – of the 28% who did offer an opinion, 81% of respondents with an opinion favored a prospective system.

### **Facilitation Overview, Continued**

2013 marks the first survey with Export Questions. 50% of respondents reported annual export shipment counts of 999 and under, with the highest concentration of activity reported by the Agriculture and Prepared products and Textiles Wearing Apparel and Footwear industries. The most important concerns for exporters: data visibility by the portal, reducing exams, having USG Hold/Exam visibility via portal, and reducing CBP holds. The least important concerns for exporters: incorporating exports into the Centers of Excellence and Expertise, developing C-TPAT for Exporters Criteria, and expanding mutual recognition countries. Regarding delays, a majority of respondents did not know either the count or the frequency. Of those that knew of count and frequency of delays, a majority of respondents indicated a hold ranging from none to 20% of shipments, with a majority reporting the delay was caused either by paperwork or a government review/stop. It is important to note that additional information on US Exporter/Broker/Forwarder/Carrier makeup and concerns are provided via the Export Subcommittee in their release of a specific Export Survey.

1) Please select the area that best characterizes your expertise or responsibility:

Option	Total Count
Accounting or Financial Officer	7 (1%)
Consultant	7 (1%)
Customs Attorney	4 (0%)
Customs Compliance Officer	41 (5%)
Exporter	3 (0%)
Freight Forwarder	74 (9%)
Importer	281 (34%)
Importer/Exporter	160 (20%)
Licensed Customs Broker	120 (15%)
Logistics Officer or Supply Chain Officer	65 (8%)
Other	51 (6%)
Skipped	2 (0%)
<b>Grand Total</b>	<b>815 (100%)</b>



2) Based on the predominate number of imported products, please select the industry grouping below that most closely identifies your business<sup>7</sup>:

Option	Total Count
Agriculture & Prepared Products	66 (8%)
Automotive & Aerospace	103 (13%)
Base Metals & Machinery	65 (8%)
Consumer Products & Mass Merchandising	118 (14%)
Industrial & Manufacturing Materials	53 (7%)
IT & Consumer Electronics	58 (7%)
Petroleum, Natural Gas & Minerals	9 (1%)
Pharmaceuticals, Health & Chemicals	41 (5%)
Textiles, Wearing Apparel & Footwear	105 (13%)
All	60 (7%)
Other	97 (12%)
N/A	40 (5%)
<b>Grand Total</b>	<b>815 (100%)</b>

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<sup>7</sup> The survey ended after question 3 for any respondent that answered "N/A" to question 2.

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Industry - 2) Based on the predominate number of imported products, please select the industry grouping below that most closely identifies your business<sup>8</sup>.**

	Accounting or Financial Officer	Consultant	Customs Attorney	Customs Compliance Officer	Exporter	Freight Forwarder	Importer	Importer/Exporter	Licensed Customs Broker	Logistics Officer or Supply Chain Officer	Other	Skipped	Total count
Ag & Prepared Products	1 (1%)	0 (0%)	0 (0%)	1 (1%)	0 (0%)	1 (1%)	34 (26%)	13 (10%)	13 (10%)	2 (2%)	1 (1%)	0 (0%)	66
Auto & Aerospace	1 (0%)	1 (0%)	1 (0%)	8 (4%)	0 (0%)	7 (3%)	33 (16%)	32 (16%)	10 (5%)	3 (1%)	7 (3%)	0 (0%)	103
Base Metals & Machinery	0 (0%)	0 (0%)	0 (0%)	2 (2%)	0 (0%)	5 (4%)	17 (13%)	13 (10%)	7 (5%)	12 (9%)	7 (5%)	2 (2%)	65
Consumer Products & Mass Merch.	0 (0%)	0 (0%)	0 (0%)	5 (2%)	1 (0%)	11 (5%)	58 (25%)	11 (5%)	18 (8%)	11 (5%)	3 (1%)	0 (0%)	118
Industrial & Manuf. Materials	0 (0%)	0 (0%)	0 (0%)	3 (3%)	0 (0%)	5 (5%)	18 (17%)	16 (15%)	4 (4%)	5 (5%)	2 (2%)	0 (0%)	53
IT & Consumer Electronics	1 (1%)	0 (0%)	2 (2%)	3 (3%)	0 (0%)	2 (2%)	16 (14%)	26 (22%)	4 (3%)	3 (3%)	1 (1%)	0 (0%)	58
Petroleum, Natural Gas & Minerals	0 (0%)	0 (0%)	0 (0%)	1 (6%)	0 (0%)	0 (0%)	3 (17%)	3 (17%)	0 (0%)	1 (6%)	1 (6%)	0 (0%)	9
Pharma, Health & Chemicals	0 (0%)	0 (0%)	0 (0%)	5 (6%)	1 (1%)	1 (1%)	12 (15%)	15 (18%)	3 (4%)	4 (5%)	0 (0%)	0 (0%)	41
Textiles, Wearing Apparel & Footwear	4 (2%)	1 (0%)	0 (0%)	2 (1%)	0 (0%)	9 (4%)	59 (28%)	11 (5%)	7 (3%)	9 (4%)	3 (1%)	0 (0%)	105
All	0 (0%)	4 (3%)	0 (0%)	3 (3%)	0 (0%)	8 (7%)	1 (1%)	0 (0%)	33 (28%)	3 (3%)	8 (7%)	0 (0%)	60
Other	0 (0%)	1 (1%)	0 (0%)	6 (3%)	0 (0%)	10 (5%)	30 (15%)	20 (10%)	7 (4%)	10 (5%)	13 (7%)	0 (0%)	97
N/A	0 (0%)	0 (0%)	1 (1%)	2 (3%)	1 (1%)	15 (19%)	0 (0%)	0 (0%)	14 (18%)	2 (3%)	5 (6%)	0 (0%)	40
<b>Grand Total</b>	<b>7 (0%)</b>	<b>7 (0%)</b>	<b>4 (0%)</b>	<b>41 (3%)</b>	<b>3 (0%)</b>	<b>74 (5%)</b>	<b>281 (17%)</b>	<b>160 (10%)</b>	<b>120 (7%)</b>	<b>65 (4%)</b>	<b>51 (3%)</b>	<b>2 (0%)</b>	<b>815</b>

**Cross Tab by Job Type - 2) Based on the predominate number of imported products, please select the industry grouping below that most closely identifies your business<sup>9</sup>:**

	Ag & Prepared Products	Auto & Aerospace	Base Metals & Machinery	Consumer Products & Mass Merch.	Industrial & Manuf. Materials	IT & Consumer Electronics	Petroleum, Natural Gas & Minerals	Pharma, Health & Chemicals	Textiles, Wearing Apparel & Footwear	All	Other	N/A	Total count
Accounting or Financial Officer	1 (14%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	0 (0%)	0 (0%)	4 (57%)	0 (0%)	0 (0%)	0 (0%)	7
Consultant	0 (0%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	4 (57%)	1 (14%)	0 (0%)	7
Customs Attorney	0 (0%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	2 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	4
Customs Compliance Officer	1 (2%)	8 (20%)	2 (5%)	5 (12%)	3 (7%)	3 (7%)	1 (2%)	5 (12%)	2 (5%)	3 (7%)	6 (15%)	2 (5%)	41
Exporter	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	3
Freight Forwarder	1 (1%)	7 (9%)	5 (7%)	11 (15%)	5 (7%)	2 (3%)	0 (0%)	1 (1%)	9 (12%)	8 (11%)	10 (14%)	15 (20%)	74
Importer	34 (12%)	33 (12%)	17 (6%)	58 (21%)	18 (6%)	16 (6%)	3 (1%)	12 (4%)	59 (21%)	1 (0%)	30 (11%)	0 (0%)	281
Importer/Exporter	13 (8%)	32 (20%)	13 (8%)	11 (7%)	16 (10%)	26 (16%)	3 (2%)	15 (9%)	11 (7%)	0 (0%)	20 (13%)	0 (0%)	160
Licensed Customs Broker	13 (11%)	10 (8%)	7 (6%)	18 (15%)	4 (3%)	4 (3%)	0 (0%)	3 (3%)	7 (6%)	33 (28%)	7 (6%)	14 (12%)	120
Logistics Officer or Supply Chain Officer	2 (3%)	3 (5%)	12 (18%)	11 (17%)	5 (8%)	3 (5%)	1 (2%)	4 (6%)	9 (14%)	3 (5%)	10 (15%)	2 (3%)	65
Other	1 (2%)	7 (14%)	7 (14%)	3 (6%)	2 (4%)	1 (2%)	1 (2%)	0 (0%)	3 (6%)	8 (16%)	13 (25%)	5 (10%)	51
<b>Grand Total</b>	<b>66 (8%)</b>	<b>103 (13%)</b>	<b>63 (8%)</b>	<b>118 (15%)</b>	<b>53 (7%)</b>	<b>58 (7%)</b>	<b>9 (1%)</b>	<b>41 (5%)</b>	<b>105 (13%)</b>	<b>60 (7%)</b>	<b>97 (12%)</b>	<b>40 (5%)</b>	<b>813</b>

<sup>8</sup> The survey ended after question 3 for any respondent that answered "N/A" to question 2.

<sup>9</sup> The survey ended after question 3 for any respondent that answered "N/A" to question 2.

3) Please select the number of entries your company files in the U.S. within a year:

Option	Total Count
Less than 100 entries	97 (12%)
100 to 999 entries	257 (32%)
1,000 entries to 2,999 entries	182 (22%)
3,000 entries to 6,999 entries	112 (14%)
7,000 entries to 9,999 entries	32 (4%)
10,000 entries to 99,999 entries	103 (13%)
100,000 entries to 999,999 entries	13 (2%)
1,000,000 entries or more	7 (1%)
[SKIPPED]	12 (1%)
<b>Grand Total</b>	<b>815 (100%)</b>

## Cross Tab by Industry - 3) Please select the number of entries your company files in the U.S. within a year:

	<100	100 to 999	1,000 to 2,999	3,000 to 6,999	7,000 to 9,999	10,000 to 99,999	100,000 to 999,999	≥1,000,000	Skipped	Total count
Ag & Prepared Products	7 (11%)	21 (32%)	16 (24%)	12 (18%)	1 (2%)	9 (14%)	0 (0%)	0 (0%)	0 (0%)	66
Auto & Aerospace	12 (12%)	28 (27%)	25 (24%)	5 (5%)	4 (4%)	23 (22%)	3 (3%)	1 (1%)	2 (2%)	103
Base Metals & Machinery	11 (17%)	21 (32%)	17 (26%)	3 (5%)	5 (8%)	8 (12%)	0 (0%)	0 (0%)	0 (0%)	65
Consumer Products & Mass Merch.	10 (8%)	37 (31%)	27 (23%)	25 (21%)	6 (5%)	11 (9%)	1 (1%)	0 (0%)	1 (1%)	118
Industrial & Manuf. Materials	4 (8%)	21 (40%)	13 (25%)	12 (23%)	0 (0%)	2 (4%)	1 (2%)	0 (0%)	0 (0%)	53
IT & Consumer Electronics	2 (3%)	12 (21%)	20 (34%)	7 (12%)	5 (9%)	9 (16%)	2 (3%)	1 (2%)	0 (0%)	58
Petroleum, Natural Gas & Minerals	0 (0%)	4 (44%)	2 (22%)	3 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	9
Pharma, Health & Chemicals	4 (10%)	14 (34%)	6 (15%)	4 (10%)	3 (7%)	7 (17%)	1 (2%)	1 (2%)	1 (2%)	41
Textiles, Wearing Apparel & Footwear	10 (10%)	48 (46%)	23 (22%)	14 (13%)	2 (2%)	7 (7%)	0 (0%)	0 (0%)	1 (1%)	105
All	8 (13%)	7 (12%)	11 (18%)	11 (18%)	3 (5%)	15 (25%)	0 (0%)	3 (5%)	2 (3%)	60
Other	17 (18%)	34 (35%)	21 (22%)	11 (11%)	1 (1%)	6 (6%)	3 (3%)	1 (1%)	3 (3%)	97
N/A	12 (30%)	10 (25%)	1 (3%)	5 (13%)	2 (5%)	6 (15%)	2 (5%)	0 (0%)	2 (5%)	40
<b>Grand Total</b>	<b>97 (12%)</b>	<b>257 (32%)</b>	<b>182 (22%)</b>	<b>112 (14%)</b>	<b>32 (4%)</b>	<b>103 (13%)</b>	<b>13 (2%)</b>	<b>7 (1%)</b>	<b>12 (1%)</b>	<b>815</b>

## Cross Tab by Job Type - 3) Please select the number of entries your company files in the U.S. within a year:

	<100	100 to 999	1,000 to 2,999	3,000 to 6,999	7,000 to 9,999	10,000 to 99,999	100,000 to 999,999	≥1,000,000	Skipped	Total count
Accounting or Financial Officer	2 (29%)	2 (29%)	1 (14%)	1 (14%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7
Consultant	5 (71%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	0 (0%)	0 (0%)	1 (14%)	7
Customs Attorney	2 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	4
Customs Compliance Officer	2 (5%)	11 (27%)	11 (27%)	5 (12%)	1 (2%)	8 (20%)	2 (5%)	1 (2%)	0 (0%)	41
Exporter	0 (0%)	2 (67%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	3
Freight Forwarder	21 (28%)	21 (28%)	10 (14%)	14 (19%)	3 (4%)	2 (3%)	0 (0%)	0 (0%)	3 (4%)	74
Importer	35 (12%)	112 (40%)	62 (22%)	37 (13%)	6 (2%)	23 (8%)	3 (1%)	2 (1%)	1 (0%)	281
Importer/Exporter	4 (3%)	55 (34%)	45 (28%)	18 (11%)	9 (6%)	28 (18%)	1 (1%)	0 (0%)	0 (0%)	160
Licensed Customs Broker	6 (5%)	13 (11%)	26 (22%)	26 (22%)	9 (8%)	33 (28%)	4 (3%)	3 (3%)	0 (0%)	120
Logistics Officer or Supply Chain Officer	9 (14%)	22 (34%)	17 (26%)	8 (12%)	2 (3%)	4 (6%)	2 (3%)	0 (0%)	1 (2%)	65
Other	11 (22%)	19 (37%)	8 (16%)	3 (6%)	0 (0%)	3 (6%)	1 (2%)	1 (2%)	5 (10%)	51
<b>Grand Total</b>	<b>97 (12%)</b>	<b>257 (32%)</b>	<b>180 (22%)</b>	<b>112 (14%)</b>	<b>32 (4%)</b>	<b>103 (13%)</b>	<b>13 (2%)</b>	<b>7 (1%)</b>	<b>12 (1%)</b>	<b>813</b>

**6) Please rank the importance of the following trade facilitation concerns for your industry:**

	<b>Important</b>	<b>Neutral</b>	<b>Not important</b>	<b>Skipped</b>	<b>Total count</b>
<b>CF-28's</b>	152 (20%)	153 (20%)	184 (24%)	286 (37%)	775
<b>Exams</b>	347 (45%)	80 (10%)	57 (7%)	291 (38%)	775
<b>Reduce Delays Due to docs required, holds</b>	438 (57%)	83 (11%)	52 (7%)	202 (26%)	775
<b>Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)</b>	95 (12%)	112 (14%)	353 (46%)	215 (28%)	775
<b>Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)</b>	291 (38%)	132 (17%)	236 (30%)	116 (15%)	775

**Cross Tab by Industry - 6) Please rank the importance of the following trade facilitation concerns for your industry:****Ag & Prepared Products**

	<b>Important</b>	<b>Neutral</b>	<b>Not important</b>	<b>Skipped</b>	<b>Total count</b>
<b>CF-28's</b>	7 (11%)	18 (27%)	23 (35%)	18 (27%)	66
<b>Exams</b>	33 (50%)	5 (8%)	6 (9%)	22 (33%)	66
<b>Reduce Delays Due to docs required, holds</b>	45 (68%)	6 (9%)	3 (5%)	12 (18%)	66
<b>Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)</b>	9 (14%)	8 (12%)	36 (55%)	13 (20%)	66
<b>Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)</b>	29 (44%)	13 (20%)	17 (26%)	7 (11%)	66

**Auto & Aerospace**

	<b>Important</b>	<b>Neutral</b>	<b>Not important</b>	<b>Skipped</b>	<b>Total count</b>
<b>CF-28's</b>	22 (21%)	21 (20%)	25 (24%)	35 (34%)	103
<b>Exams</b>	53 (51%)	11 (11%)	7 (7%)	32 (31%)	103
<b>Reduce Delays Due to docs required, holds</b>	61 (59%)	10 (10%)	10 (10%)	22 (21%)	103
<b>Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)</b>	10 (10%)	17 (17%)	51 (50%)	25 (24%)	103
<b>Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)</b>	38 (37%)	20 (19%)	34 (33%)	11 (11%)	103

Cont. 1-- 6) Please rank the importance of the following trade facilitation concerns for your industry:

**Base Metals & Machinery**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	14 (22%)	12 (18%)	17 (26%)	22 (34%)	65
Exams	19 (29%)	7 (11%)	11 (17%)	28 (43%)	65
Reduce Delays Due to docs required, holds	39 (60%)	5 (8%)	3 (5%)	18 (28%)	65
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	8 (12%)	17 (26%)	20 (31%)	20 (31%)	65
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	29 (45%)	6 (9%)	23 (35%)	7 (11%)	65

**Consumer Products & Mass Merch.**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	26 (22%)	27 (23%)	30 (25%)	35 (30%)	118
Exams	58 (49%)	14 (12%)	7 (6%)	39 (33%)	118
Reduce Delays Due to docs required, holds	70 (59%)	14 (12%)	5 (4%)	29 (25%)	118
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	23 (19%)	11 (9%)	54 (46%)	30 (25%)	118
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	34 (29%)	22 (19%)	44 (37%)	18 (15%)	118

**Industrial & Manuf. Materials**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	8 (15%)	10 (19%)	14 (26%)	21 (40%)	53
Exams	23 (43%)	7 (13%)	1 (2%)	22 (42%)	53
Reduce Delays Due to docs required, holds	31 (58%)	5 (9%)	2 (4%)	15 (28%)	53
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	7 (13%)	9 (17%)	25 (47%)	12 (23%)	53
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	19 (36%)	10 (19%)	13 (25%)	11 (21%)	53

Cont. 2-- 6) Please rank the importance of the following trade facilitation concerns for your industry:

**IT & Consumer Electronics**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	14 (24%)	7 (12%)	12 (21%)	25 (43%)	58
Exams	22 (38%)	7 (12%)	5 (9%)	24 (41%)	58
Reduce Delays Due to docs required, holds	24 (41%)	9 (16%)	7 (12%)	18 (31%)	58
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	5 (9%)	12 (21%)	27 (47%)	14 (24%)	58
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	28 (48%)	7 (12%)	16 (28%)	7 (12%)	58

**Petroleum, Natural Gas & Minerals**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	2 (22%)	2 (22%)	3 (33%)	2 (22%)	9
Exams	6 (67%)	1 (11%)	0 (0%)	2 (22%)	9
Reduce Delays Due to docs required, holds	4 (44%)	1 (11%)	2 (22%)	2 (22%)	9
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	1 (11%)	2 (22%)	5 (56%)	1 (11%)	9
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	3 (33%)	1 (11%)	3 (33%)	2 (22%)	9

**Pharma, Health & Chemicals**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	11 (27%)	10 (24%)	9 (22%)	11 (27%)	41
Exams	14 (34%)	7 (17%)	3 (7%)	17 (41%)	41
Reduce Delays Due to docs required, holds	24 (59%)	5 (12%)	1 (2%)	11 (27%)	41
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	1 (2%)	3 (7%)	27 (66%)	10 (24%)	41
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	21 (51%)	4 (10%)	11 (27%)	5 (12%)	41



Cont. 3-- 6) Please rank the importance of the following trade facilitation concerns for your industry:

**Textiles, Wearing Apparel & Footwear**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	22 (21%)	19 (18%)	22 (21%)	42 (40%)	105
Exams	53 (50%)	8 (8%)	6 (6%)	38 (36%)	105
Reduce Delays Due to docs required, holds	58 (55%)	15 (14%)	7 (7%)	25 (24%)	105
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	10 (10%)	11 (10%)	55 (52%)	29 (28%)	105
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	34 (32%)	22 (21%)	29 (28%)	20 (19%)	105

**All**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	11 (18%)	14 (23%)	14 (23%)	21 (35%)	60
Exams	35 (58%)	3 (5%)	6 (10%)	16 (27%)	60
Reduce Delays Due to docs required, holds	33 (55%)	6 (10%)	4 (7%)	17 (28%)	60
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	9 (15%)	9 (15%)	26 (43%)	16 (27%)	60
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	20 (33%)	12 (20%)	21 (35%)	7 (12%)	60

**Other**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	15 (15%)	13 (13%)	15 (15%)	54 (56%)	97
Exams	31 (32%)	10 (10%)	5 (5%)	51 (53%)	97
Reduce Delays Due to docs required, holds	49 (51%)	7 (7%)	8 (8%)	33 (34%)	97
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	12 (12%)	13 (13%)	27 (28%)	45 (46%)	97
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	36 (37%)	15 (15%)	25 (26%)	21 (22%)	97

## Cross Tab by Job Type - 6) Please rank the importance of the following trade facilitation concerns for your industry:

## Accounting or Financial Officer

	Important	Neutral	Not important	Skipped	Total count
CF-28's	1 (14%)	1 (14%)	0 (0%)	5 (71%)	7
Exams	1 (14%)	1 (14%)	0 (0%)	5 (71%)	7
Reduce Delays Due to docs required, holds	3 (43%)	0 (0%)	1 (14%)	3 (43%)	7
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	0 (0%)	1 (14%)	3 (43%)	3 (43%)	7
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	2 (29%)	1 (14%)	1 (14%)	3 (43%)	7

## Consultant

	Important	Neutral	Not important	Skipped	Total count
CF-28's	4 (57%)	0 (0%)	0 (0%)	3 (43%)	7
Exams	3 (43%)	1 (14%)	1 (14%)	2 (29%)	7
Reduce Delays Due to docs required, holds	0 (0%)	2 (29%)	1 (14%)	4 (57%)	7
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	3 (43%)	0 (0%)	4 (57%)	0 (0%)	7
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	4 (57%)	0 (0%)	2 (29%)	1 (14%)	7

## Customs Attorney

	Important	Neutral	Not important	Skipped	Total count
CF-28's	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3
Exams	2 (67%)	0 (0%)	0 (0%)	1 (33%)	3
Reduce Delays Due to docs required, holds	1 (33%)	0 (0%)	1 (33%)	1 (33%)	3
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	1 (33%)	1 (33%)	0 (0%)	1 (33%)	3
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	1 (33%)	0 (0%)	1 (33%)	1 (33%)	3

## Continued - Cross Tab by Job Type - 6) Please rank the importance of the following trade facilitation concerns for your industry:

## Customs Compliance Officer

	Important	Neutral	Not important	Skipped	Total count
CF-28's	10 (26%)	8 (21%)	10 (26%)	11 (28%)	39
Exams	15 (38%)	7 (18%)	1 (3%)	16 (41%)	39
Reduce Delays Due to docs required, holds	23 (59%)	4 (10%)	3 (8%)	9 (23%)	39
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	5 (13%)	4 (10%)	21 (54%)	9 (23%)	39
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	14 (36%)	5 (13%)	16 (41%)	4 (10%)	39

## Exporter

	Important	Neutral	Not important	Skipped	Total count
CF-28's	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
Exams	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Reduce Delays Due to docs required, holds	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	2
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2

Cont. 2-- 6) Please rank the importance of the following trade facilitation concerns for your industry:

**Freight Forwarder**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	4 (7%)	13 (22%)	12 (20%)	30 (51%)	59
Exams	26 (44%)	2 (3%)	2 (3%)	29 (49%)	59
Reduce Delays Due to docs required, holds	28 (47%)	4 (7%)	2 (3%)	25 (42%)	59
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	5 (8%)	5 (8%)	19 (32%)	30 (51%)	59
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	23 (39%)	12 (20%)	10 (17%)	14 (24%)	59

**Importer**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	55 (20%)	63 (22%)	70 (25%)	93 (33%)	281
Exams	140 (50%)	30 (11%)	21 (7%)	90 (32%)	281
Reduce Delays Due to docs required, holds	172 (61%)	29 (10%)	17 (6%)	63 (22%)	281
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	31 (11%)	39 (14%)	145 (52%)	66 (23%)	281
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	98 (35%)	49 (17%)	90 (32%)	44 (16%)	281

**Importer/Exporter**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	50 (31%)	30 (19%)	29 (18%)	51 (32%)	160
Exams	62 (39%)	23 (14%)	12 (8%)	63 (39%)	160
Reduce Delays Due to docs required, holds	84 (53%)	21 (13%)	19 (12%)	36 (23%)	160
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	19 (12%)	20 (13%)	79 (49%)	42 (26%)	160
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	65 (41%)	25 (16%)	54 (34%)	16 (10%)	160

Cont. 3-- 6) Please rank the importance of the following trade facilitation concerns for your industry:

**Licensed Customs Broker**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	15 (14%)	19 (18%)	28 (26%)	44 (42%)	106
Exams	56 (53%)	5 (5%)	8 (8%)	37 (35%)	106
Reduce Delays Due to docs required, holds	62 (58%)	12 (11%)	5 (5%)	27 (25%)	106
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	21 (20%)	18 (17%)	44 (42%)	23 (22%)	106
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	32 (30%)	26 (25%)	37 (35%)	11 (10%)	106

**Logistics Officer or Supply Chain Officer**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	9 (14%)	9 (14%)	23 (37%)	22 (35%)	63
Exams	25 (40%)	8 (13%)	8 (13%)	22 (35%)	63
Reduce Delays Due to docs required, holds	38 (60%)	8 (13%)	2 (3%)	15 (24%)	63
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	6 (10%)	13 (21%)	23 (37%)	21 (33%)	63
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	27 (43%)	10 (16%)	15 (24%)	11 (17%)	63

**Other**

	Important	Neutral	Not important	Skipped	Total count
CF-28's	2 (4%)	10 (22%)	11 (24%)	23 (50%)	46
Exams	17 (37%)	3 (7%)	4 (9%)	22 (48%)	46
Reduce Delays Due to docs required, holds	26 (57%)	3 (7%)	1 (2%)	16 (35%)	46
Retroactive Anti-Dumping/Countervailing Duty Enforcement (AD/CVD)	4 (9%)	9 (20%)	15 (33%)	18 (39%)	46
Single Window (single entry point that allows parties involved in trade and transport to submit standardized information)	21 (46%)	4 (9%)	10 (22%)	11 (24%)	46

## 7) Has your business been impacted by AD/CVD retrospective enforcement?

Option	Total Count
Yes	94 (12%)
No	405 (52%)
Do not know	164 (21%)
Not applicable	103 (13%)
Skipped	9 (1%)
<b>Grand Total</b>	<b>775 (100%)</b>

## Cross Tab by Industry - 7) Has your business been impacted by AD/CVD retrospective enforcement?

	Yes	No	Do not know	Not applicable	Skipped	Total count
Ag & Prepared Products	5 (8%)	32 (48%)	19 (29%)	9 (14%)	1 (2%)	66
Auto & Aerospace	16 (16%)	54 (52%)	24 (23%)	9 (9%)	0 (0%)	103
Base Metals & Machinery	12 (18%)	31 (48%)	17 (26%)	5 (8%)	0 (0%)	65
Consumer Products & Mass Merch.	22 (19%)	63 (53%)	18 (15%)	14 (12%)	1 (1%)	118
Industrial & Manuf. Materials	6 (11%)	29 (55%)	10 (19%)	7 (13%)	1 (2%)	53
IT & Consumer Electronics	3 (5%)	38 (66%)	10 (17%)	5 (9%)	2 (3%)	58
Petroleum, Natural Gas & Minerals	0 (0%)	3 (33%)	6 (67%)	0 (0%)	0 (0%)	9
Pharma, Health & Chemicals	2 (5%)	21 (51%)	5 (12%)	12 (29%)	1 (2%)	41
Textiles, Wearing Apparel & Footwear	4 (4%)	63 (60%)	22 (21%)	15 (14%)	1 (1%)	105
All	12 (20%)	29 (48%)	8 (13%)	11 (18%)	0 (0%)	60
Other	12 (12%)	42 (43%)	25 (26%)	16 (16%)	2 (2%)	97
<b>Grand Total</b>	<b>94 (12%)</b>	<b>405 (52%)</b>	<b>164 (21%)</b>	<b>103 (13%)</b>	<b>9 (1%)</b>	<b>775</b>

## Cross Tab by Job Type - 7) Has your business been impacted by AD/CVD retrospective enforcement?

	Yes	No	Do not know	Not applicable	Skipped	Total count
Accounting or Financial Officer	0 (0%)	3 (43%)	4 (57%)	0 (0%)	0 (0%)	7
Consultant	0 (0%)	5 (71%)	0 (0%)	2 (29%)	0 (0%)	7
Customs Attorney	1 (33%)	2 (67%)	0 (0%)	0 (0%)	0 (0%)	3
Customs Compliance Officer	5 (13%)	28 (72%)	1 (3%)	4 (10%)	1 (3%)	39
Exporter	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
Freight Forwarder	2 (3%)	25 (42%)	14 (24%)	17 (29%)	1 (2%)	59
Importer	31 (11%)	133 (47%)	80 (28%)	35 (12%)	2 (1%)	281
Importer/Exporter	20 (13%)	95 (59%)	24 (15%)	18 (11%)	3 (2%)	160
Licensed Customs Broker	30 (28%)	59 (56%)	3 (3%)	14 (13%)	0 (0%)	106
Logistics Officer or Supply Chain Officer	2 (3%)	33 (52%)	19 (30%)	8 (13%)	1 (2%)	63
Other	3 (7%)	19 (41%)	18 (39%)	5 (11%)	1 (2%)	46
<b>Grand Total</b>	<b>94 (12%)</b>	<b>404 (52%)</b>	<b>163 (21%)</b>	<b>103 (13%)</b>	<b>9 (1%)</b>	<b>773</b>

## 8) If yes, please describe:

*All qualitative responses*

## 9) Do you favor the current retrospective AD/CVD system or some form of a prospective system where final duties and collections would take place at the time of initial importation?

Option	Total Count
Retrospective	41 (5%)
Prospective	175 (23%)
No opinion	376 (49%)
Not applicable	171 (22%)
Skipped	12 (2%)
<b>Grand Total</b>	<b>775 (100%)</b>

Cross Tab by Industry - 9) Do you favor the current retrospective AD/CVD system or some form of a prospective system where final duties and collections would take place at the time of initial importation?

	Retrospective	Prospective	No opinion	Not applicable	Skipped	Total count
Ag & Prepared Products	4 (6%)	14 (21%)	29 (44%)	18 (27%)	1 (2%)	66
Auto & Aerospace	6 (6%)	27 (26%)	48 (47%)	21 (20%)	1 (1%)	103
Base Metals & Machinery	2 (3%)	22 (34%)	34 (52%)	7 (11%)	0 (0%)	65
Consumer Products & Mass Merch.	10 (8%)	36 (31%)	50 (42%)	20 (17%)	2 (2%)	118
Industrial & Manuf. Materials	3 (6%)	12 (23%)	28 (53%)	9 (17%)	1 (2%)	53
IT & Consumer Electronics	0 (0%)	12 (21%)	33 (57%)	8 (14%)	5 (9%)	58
Petroleum, Natural Gas & Minerals	0 (0%)	0 (0%)	8 (89%)	1 (11%)	0 (0%)	9
Pharma, Health & Chemicals	2 (5%)	4 (10%)	20 (49%)	15 (37%)	0 (0%)	41
Textiles, Wearing Apparel & Footwear	3 (3%)	14 (13%)	56 (53%)	32 (30%)	0 (0%)	105
All	4 (7%)	21 (35%)	20 (33%)	15 (25%)	0 (0%)	60
Other	7 (7%)	13 (13%)	50 (52%)	25 (26%)	2 (2%)	97
<b>Grand Total</b>	<b>41 (5%)</b>	<b>175 (23%)</b>	<b>376 (49%)</b>	<b>171 (22%)</b>	<b>12 (2%)</b>	<b>775</b>



Cross Tab by Job Type - 9) Do you favor the current retrospective AD/CVD system or some form of a prospective system where final duties and collections would take place at the time of initial importation?

	Retrospective	Prospective	No opinion	Not applicable	Skipped	Total count
Accounting or Financial Officer	1 (14%)	1 (14%)	4 (57%)	1 (14%)	0 (0%)	7
Consultant	0 (0%)	2 (29%)	3 (43%)	2 (29%)	0 (0%)	7
Customs Attorney	0 (0%)	3 (100%)	0 (0%)	0 (0%)	0 (0%)	3
Customs Compliance Officer	3 (8%)	13 (33%)	15 (38%)	7 (18%)	1 (3%)	39
Exporter	0 (0%)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	2
Freight Forwarder	0 (0%)	3 (5%)	38 (64%)	18 (31%)	0 (0%)	59
Importer	15 (5%)	58 (21%)	140 (50%)	64 (23%)	4 (1%)	281
Importer/Exporter	11 (7%)	38 (24%)	72 (45%)	35 (22%)	4 (3%)	160
Licensed Customs Broker	7 (7%)	48 (45%)	35 (33%)	14 (13%)	2 (2%)	106
Logistics Officer or Supply Chain Officer	0 (0%)	7 (11%)	42 (67%)	14 (22%)	0 (0%)	63
Other	4 (9%)	2 (4%)	24 (52%)	15 (33%)	1 (2%)	46
<b>Grand Total</b>	<b>41 (5%)</b>	<b>175 (23%)</b>	<b>374 (48%)</b>	<b>171 (22%)</b>	<b>12 (2%)</b>	<b>773</b>

10) Please select all of CBP's trusted trader programs you are currently enrolled in<sup>10</sup>:

Option	Total Count
Customs-Trade Partnership Against Terrorism (C-TPAT)	731 (81%)
Importer Self Assessment (ISA)	122 (14%)
Not part of any trusted trader program	35 (4%)
Skipped	9 (1%)
<b>Grand Total</b>	<b>897 (100%)</b>

<sup>10</sup> Question 10 allowed respondents to select more than one answer.

Cross Tab by Industry - 10) Please select all of CBP's trusted trader programs you are currently enrolled in<sup>11</sup>:

	Customs-Trade Partnership Against Terrorism (C-TPAT)	Importer Self Assessment (ISA)	Not part of any trusted trader program	Skipped	Total count
Ag & Prepared Products	62 (83%)	9 (12%)	4 (5%)	0 (0%)	75
Auto & Aerospace	100 (85%)	15 (13%)	2 (2%)	1 (1%)	118
Base Metals & Machinery	61 (86%)	6 (8%)	4 (6%)	0 (0%)	71
Consumer Products & Mass Merch.	110 (79%)	21 (15%)	6 (4%)	2 (1%)	139
Industrial & Manuf. Materials	52 (87%)	7 (12%)	1 (2%)	0 (0%)	60
IT & Consumer Electronics	54 (73%)	16 (22%)	2 (3%)	2 (3%)	74
Petroleum, Natural Gas & Minerals	8 (80%)	1 (10%)	1 (10%)	0 (0%)	10
Pharma, Health & Chemicals	38 (70%)	13 (24%)	3 (6%)	0 (0%)	54
Textiles, Wearing Apparel & Footwear	101 (81%)	19 (15%)	3 (2%)	1 (1%)	124
All	53 (84%)	3 (5%)	4 (6%)	3 (5%)	63
Other	92 (84%)	12 (11%)	5 (5%)	0 (0%)	109
<b>Grand Total</b>	<b>731 (81%)</b>	<b>122 (14%)</b>	<b>35 (4%)</b>	<b>9 (1%)</b>	<b>897</b>

<sup>11</sup> Question 10 allowed respondents to select more than one answer.

Cross Tab by Job Type - 10) Please select all of CBP's trusted trader programs you are currently enrolled in<sup>12</sup>:

	Customs-Trade Partnership Against Terrorism (C-TPAT)	Importer Self Assessment (ISA)	Not part of any trusted trader program	Skipped	Total count
Accounting or Financial Officer	6 (75%)	1 (13%)	0 (0%)	1 (13%)	8
Consultant	2 (25%)	1 (13%)	4 (50%)	1 (13%)	8
Customs Attorney	2 (67%)	0 (0%)	1 (33%)	0 (0%)	3
Customs Compliance Officer	36 (78%)	7 (15%)	2 (4%)	1 (2%)	46
Exporter	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
Freight Forwarder	57 (95%)	1 (2%)	0 (0%)	2 (3%)	60
Importer	271 (78%)	66 (19%)	9 (3%)	1 (0%)	347
Importer/Exporter	153 (82%)	27 (14%)	5 (3%)	2 (1%)	187
Licensed Customs Broker	99 (88%)	7 (6%)	7 (6%)	0 (0%)	113
Logistics Officer or Supply Chain Officer	62 (89%)	7 (10%)	1 (1%)	0 (0%)	70
Other	40 (78%)	5 (10%)	5 (10%)	1 (2%)	51
<b>Grand Total</b>	<b>730 (82%)</b>	<b>122 (14%)</b>	<b>34 (4%)</b>	<b>9 (1%)</b>	<b>895</b>

<sup>12</sup> Question 10 allowed respondents to select more than one answer.

11) What benefits would you like to see as a part of CBP's trusted trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	445 (57%)	119 (15%)	58 (7%)	153 (20%)	775
Pre-arrival cargo release	568 (73%)	64 (8%)	17 (2%)	126 (16%)	775
One U.S. Government cargo release	256 (33%)	255 (33%)	92 (12%)	172 (22%)	775
Consolidated summary payment	95 (12%)	115 (15%)	424 (55%)	141 (18%)	775
Other	17 (2%)	20 (3%)	292 (38%)	446 (58%)	775

Cross Tabbed by Industry - 11) What benefits would you like to see as a part of CBP's trusted trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Ag & Prepared Products

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	33 (50%)	20 (30%)	3 (5%)	10 (15%)	66
Pre-arrival cargo release	53 (80%)	7 (11%)	1 (2%)	5 (8%)	66
One U.S. Government cargo release	31 (47%)	20 (30%)	4 (6%)	11 (17%)	66
Consolidated summary payment	4 (6%)	4 (6%)	50 (76%)	8 (12%)	66
Other	1 (2%)	2 (3%)	28 (42%)	35 (53%)	66

#### Auto & Aerospace

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	64 (62%)	15 (15%)	6 (6%)	18 (17%)	103
Pre-arrival cargo release	72 (70%)	8 (8%)	2 (2%)	21 (20%)	103
One U.S. Government cargo release	36 (35%)	29 (28%)	17 (17%)	21 (20%)	103
Consolidated summary payment	11 (11%)	19 (18%)	58 (56%)	15 (15%)	103
Other	6 (6%)	2 (2%)	39 (38%)	56 (54%)	103

Cont. 1 -- 11) What benefits would you like to see as a part of CBP's trusted trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Base Metals & Machinery**

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	39 (60%)	9 (14%)	4 (6%)	13 (20%)	65
Pre-arrival cargo release	50 (77%)	1 (2%)	2 (3%)	12 (18%)	65
One U.S. Government cargo release	13 (20%)	27 (42%)	9 (14%)	16 (25%)	65
Consolidated summary payment	10 (15%)	8 (12%)	37 (57%)	10 (15%)	65
Other	1 (2%)	3 (5%)	20 (31%)	41 (63%)	65

**Consumer Products & Mass Merch.**

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	73 (62%)	15 (13%)	11 (9%)	19 (16%)	118
Pre-arrival cargo release	88 (75%)	11 (9%)	1 (1%)	18 (15%)	118
One U.S. Government cargo release	38 (32%)	42 (36%)	18 (15%)	20 (17%)	118
Consolidated summary payment	17 (14%)	23 (19%)	65 (55%)	13 (11%)	118
Other	1 (1%)	0 (0%)	53 (45%)	64 (54%)	118

**Industrial & Manuf. Materials**

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	32 (60%)	6 (11%)	2 (4%)	13 (25%)	53
Pre-arrival cargo release	34 (64%)	6 (11%)	2 (4%)	11 (21%)	53
One U.S. Government cargo release	18 (34%)	18 (34%)	3 (6%)	14 (26%)	53
Consolidated summary payment	4 (8%)	6 (11%)	28 (53%)	15 (28%)	53
Other	0 (0%)	1 (2%)	22 (42%)	30 (57%)	53

Cont. 2 -- 11) What benefits would you like to see as a part of CBP's trusted trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### IT & Consumer Electronics

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	32 (55%)	9 (16%)	5 (9%)	12 (21%)	58
Pre-arrival cargo release	43 (74%)	6 (10%)	3 (5%)	6 (10%)	58
One U.S. Government cargo release	21 (36%)	19 (33%)	8 (14%)	10 (17%)	58
Consolidated summary payment	8 (14%)	10 (17%)	30 (52%)	10 (17%)	58
Other	0 (0%)	1 (2%)	26 (45%)	31 (53%)	58

#### Petroleum, Natural Gas & Minerals

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	7 (78%)	1 (11%)	0 (0%)	1 (11%)	9
Pre-arrival cargo release	5 (56%)	3 (33%)	0 (0%)	1 (11%)	9
One U.S. Government cargo release	3 (33%)	2 (22%)	1 (11%)	3 (33%)	9
Consolidated summary payment	0 (0%)	2 (22%)	6 (67%)	1 (11%)	9
Other	1 (11%)	1 (11%)	0 (0%)	7 (78%)	9

#### Pharma, Health & Chemicals

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	24 (59%)	8 (20%)	4 (10%)	5 (12%)	41
Pre-arrival cargo release	28 (68%)	3 (7%)	3 (7%)	7 (17%)	41
One U.S. Government cargo release	17 (41%)	13 (32%)	1 (2%)	10 (24%)	41
Consolidated summary payment	5 (12%)	6 (15%)	24 (59%)	6 (15%)	41
Other	1 (2%)	0 (0%)	14 (34%)	26 (63%)	41

Cont. 3 -- 11) What benefits would you like to see as a part of CBP's trusted trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Textiles, Wearing Apparel & Footwear

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	54 (51%)	13 (12%)	8 (8%)	30 (29%)	105
Pre-arrival cargo release	83 (79%)	6 (6%)	0 (0%)	16 (15%)	105
One U.S. Government cargo release	27 (26%)	34 (32%)	16 (15%)	28 (27%)	105
Consolidated summary payment	16 (15%)	13 (12%)	49 (47%)	27 (26%)	105
Other	1 (1%)	3 (3%)	32 (30%)	69 (66%)	105

#### All

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	30 (50%)	15 (25%)	5 (8%)	10 (17%)	60
Pre-arrival cargo release	44 (73%)	5 (8%)	0 (0%)	11 (18%)	60
One U.S. Government cargo release	26 (43%)	19 (32%)	5 (8%)	10 (17%)	60
Consolidated summary payment	7 (12%)	7 (12%)	38 (63%)	8 (13%)	60
Other	1 (2%)	1 (2%)	26 (43%)	32 (53%)	60

#### Other

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	57 (59%)	8 (8%)	10 (10%)	22 (23%)	97
Pre-arrival cargo release	68 (70%)	8 (8%)	3 (3%)	18 (19%)	97
One U.S. Government cargo release	26 (27%)	32 (33%)	10 (10%)	29 (30%)	97
Consolidated summary payment	13 (13%)	17 (18%)	39 (40%)	28 (29%)	97
Other	4 (4%)	6 (6%)	32 (33%)	55 (57%)	97

Cross Tab by Job Type - 11) What benefits would you like to see as a part of CBP's trusted trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Accounting or Financial Officer

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	4 (57%)	0 (0%)	0 (0%)	3 (43%)	7
Pre-arrival cargo release	4 (57%)	0 (0%)	0 (0%)	3 (43%)	7
One U.S. Government cargo release	3 (43%)	1 (14%)	2 (29%)	1 (14%)	7
Consolidated summary payment	1 (14%)	1 (14%)	2 (29%)	3 (43%)	7
Other	0 (0%)	2 (29%)	2 (29%)	3 (43%)	7

#### Consultant

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	3 (43%)	1 (14%)	2 (29%)	1 (14%)	7
Pre-arrival cargo release	5 (71%)	0 (0%)	0 (0%)	2 (29%)	7
One U.S. Government cargo release	4 (57%)	3 (43%)	0 (0%)	0 (0%)	7
Consolidated summary payment	1 (14%)	1 (14%)	3 (43%)	2 (29%)	7
Other	0 (0%)	0 (0%)	4 (57%)	3 (43%)	7

#### Customs Attorney

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	1 (33%)	1 (33%)	0 (0%)	1 (33%)	3
Pre-arrival cargo release	2 (67%)	1 (33%)	0 (0%)	0 (0%)	3
One U.S. Government cargo release	2 (67%)	1 (33%)	0 (0%)	0 (0%)	3
Consolidated summary payment	0 (0%)	0 (0%)	3 (100%)	0 (0%)	3
Other	0 (0%)	0 (0%)	2 (67%)	1 (33%)	3



Cont. 1 -- 11) What benefits would you like to see as a part of CBP's trusted trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Customs Compliance Officer

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	27 (69%)	6 (15%)	2 (5%)	4 (10%)	39
Pre-arrival cargo release	24 (62%)	6 (15%)	1 (3%)	8 (21%)	39
One U.S. Government cargo release	14 (36%)	14 (36%)	3 (8%)	8 (21%)	39
Consolidated summary payment	5 (13%)	3 (8%)	25 (64%)	6 (15%)	39
Other	1 (3%)	1 (3%)	16 (41%)	21 (54%)	39

#### Exporter

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Pre-arrival cargo release	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
One U.S. Government cargo release	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Consolidated summary payment	1 (50%)	0 (0%)	1 (50%)	0 (0%)	2
Other	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2

#### Freight Forwarder

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	29 (49%)	5 (8%)	4 (7%)	21 (36%)	59
Pre-arrival cargo release	38 (64%)	2 (3%)	1 (2%)	18 (31%)	59
One U.S. Government cargo release	15 (25%)	16 (27%)	2 (3%)	26 (44%)	59
Consolidated summary payment	8 (14%)	7 (12%)	21 (36%)	23 (39%)	59
Other	2 (3%)	1 (2%)	17 (29%)	39 (66%)	59

Cont. 2 -- 11) What benefits would you like to see as a part of CBP's trusted trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Importer**

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	169 (60%)	45 (16%)	20 (7%)	47 (17%)	281
Pre-arrival cargo release	229 (81%)	19 (7%)	6 (2%)	27 (10%)	281
One U.S. Government cargo release	84 (30%)	104 (37%)	41 (15%)	52 (19%)	281
Consolidated summary payment	28 (10%)	52 (19%)	163 (58%)	38 (14%)	281
Other	5 (2%)	6 (2%)	117 (42%)	153 (54%)	281

**Importer/Exporter**

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	94 (59%)	25 (16%)	15 (9%)	26 (16%)	160
Pre-arrival cargo release	117 (73%)	16 (10%)	4 (3%)	23 (14%)	160
One U.S. Government cargo release	52 (33%)	58 (36%)	17 (11%)	33 (21%)	160
Consolidated summary payment	27 (17%)	16 (10%)	93 (58%)	24 (15%)	160
Other	4 (3%)	5 (3%)	61 (38%)	90 (56%)	160

**Licensed Customs Broker**

	Important	Neutral	Not important	Skipped	Total count
Delay resolution	56 (53%)	19 (18%)	7 (7%)	24 (23%)	106
Pre-arrival cargo release	68 (64%)	13 (12%)	4 (4%)	21 (20%)	106
One U.S. Government cargo release	46 (43%)	25 (24%)	16 (15%)	19 (18%)	106
Consolidated summary payment	16 (15%)	20 (19%)	57 (54%)	13 (12%)	106
Other	1 (1%)	2 (2%)	34 (32%)	69 (65%)	106

Cont. 3 -- 11) What benefits would you like to see as a part of CBP's trusted trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Logistics Officer or Supply Chain Officer**

	Important	Neutral	Not important	Skipped	Total count
<b>Delay resolution</b>	37 (59%)	11 (17%)	2 (3%)	13 (21%)	63
<b>Pre-arrival cargo release</b>	46 (73%)	6 (10%)	0 (0%)	11 (17%)	63
<b>One U.S. Government cargo release</b>	20 (32%)	15 (24%)	8 (13%)	20 (32%)	63
<b>Consolidated summary payment</b>	5 (8%)	7 (11%)	34 (54%)	17 (27%)	63
<b>Other</b>	2 (3%)	1 (2%)	21 (33%)	39 (62%)	63

**Other**

	Important	Neutral	Not important	Skipped	Total count
<b>Delay resolution</b>	24 (52%)	6 (13%)	6 (13%)	10 (22%)	46
<b>Pre-arrival cargo release</b>	34 (74%)	1 (2%)	1 (2%)	10 (22%)	46
<b>One U.S. Government cargo release</b>	14 (30%)	17 (37%)	3 (7%)	12 (26%)	46
<b>Consolidated summary payment</b>	3 (7%)	8 (17%)	22 (48%)	13 (28%)	46
<b>Other</b>	2 (4%)	2 (4%)	18 (39%)	24 (52%)	46

45) Please select the total number of shipments [filings] your organization exports within a year<sup>13</sup>:

Option	Total Count
Do not know	90 (12%)
No exports	148 (19%)
Less than 100 filings	145 (19%)
100 to 999 filings	157 (20%)
1,000 filings to 2,999 filings	102 (13%)
3,000 filings to 6,999 filings	52 (7%)
7,000 filings to 9,999 filings	20 (3%)
10,000 filings to 99,999 filings	46 (6%)
100,000 filings to 999,999 filings	12 (2%)
1,000,000 filings or more	3 (0%)
Skipped	0 (0%)
<b>Grand Total</b>	<b>775 (100%)</b>

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<sup>13</sup> The survey ended after question 45 for the 238 respondents that answered “Do not know” or “No exports” to question 45. The remaining 537 respondents proceeded to the export section of the survey. An additional 102 respondents in the export section answered “Do not know” or “No export declarations filed,” and as such their remaining questions were not applicable.

Cross Tab by Industry - 45) Please select the total number of shipments [filings] your organization exports within a year<sup>14</sup>:

	Do not know	No exports	<100	100 to 999	1,000 to 2,999	3,000 to 6,999	7,000 to 9,999	10,000 to 99,999	100,000 to 999,999	≥1,000,000	Skipped	Total count
<b>Ag &amp; Prepared Products</b>	7 (11%)	19 (29%)	14 (21%)	15 (23%)	5 (8%)	4 (6%)	1 (2%)	1 (2%)	0 (0%)	0 (0%)	0 (n/a)	66
<b>Auto &amp; Aerospace</b>	13 (13%)	13 (13%)	17 (17%)	23 (22%)	13 (13%)	7 (7%)	3 (3%)	11 (11%)	2 (2%)	1 (1%)	0 (n/a)	103
<b>Base Metals &amp; Machinery</b>	10 (15%)	7 (11%)	14 (22%)	10 (15%)	9 (14%)	6 (9%)	3 (5%)	5 (8%)	1 (2%)	0 (0%)	0 (n/a)	65
<b>Consumer Products &amp; Mass Merch.</b>	9 (8%)	20 (17%)	37 (31%)	25 (21%)	17 (14%)	6 (5%)	1 (1%)	3 (3%)	0 (0%)	0 (0%)	0 (n/a)	118
<b>Industrial &amp; Manuf. Materials</b>	4 (8%)	9 (17%)	7 (13%)	12 (23%)	9 (17%)	7 (13%)	2 (4%)	2 (4%)	1 (2%)	0 (0%)	0 (n/a)	53
<b>IT &amp; Consumer Electronics</b>	5 (9%)	3 (5%)	5 (9%)	14 (24%)	14 (24%)	7 (12%)	2 (3%)	6 (10%)	2 (3%)	0 (0%)	0 (n/a)	58
<b>Petroleum, Natural Gas &amp; Minerals</b>	0 (0%)	1 (11%)	0 (0%)	3 (33%)	0 (0%)	3 (33%)	1 (11%)	1 (11%)	0 (0%)	0 (0%)	0 (n/a)	9
<b>Pharma, Health &amp; Chemicals</b>	5 (12%)	3 (7%)	5 (12%)	8 (20%)	5 (12%)	2 (5%)	4 (10%)	5 (12%)	3 (7%)	1 (2%)	0 (n/a)	41
<b>Textiles, Wearing Apparel &amp; Footwear</b>	10 (10%)	39 (37%)	23 (22%)	20 (19%)	9 (9%)	1 (1%)	1 (1%)	2 (2%)	0 (0%)	0 (0%)	0 (n/a)	105
<b>All</b>	14 (23%)	16 (27%)	5 (8%)	8 (13%)	5 (8%)	3 (5%)	1 (2%)	6 (10%)	2 (3%)	0 (0%)	0 (n/a)	60
<b>Other</b>	13 (13%)	18 (19%)	18 (19%)	19 (20%)	16 (16%)	6 (6%)	1 (1%)	4 (4%)	1 (1%)	1 (1%)	0 (n/a)	97
<b>Grand Total</b>	<b>90 (12%)</b>	<b>148 (19%)</b>	<b>145 (19%)</b>	<b>157 (20%)</b>	<b>102 (13%)</b>	<b>52 (7%)</b>	<b>20 (3%)</b>	<b>46 (6%)</b>	<b>12 (2%)</b>	<b>3 (0%)</b>	<b>0 (n/a)</b>	<b>775</b>

<sup>14</sup> The survey ended after question 45 for the 238 respondents that answered “Do not know” or “No exports” to question 45. The remaining 537 respondents proceeded to the export section of the survey. An additional 102 respondents in the export section answered “Do not know” or “No export declarations filed,” and as such their remaining questions were not applicable.

Cross Tab by Job Type - 45) Please select the total number of shipments [filings] your organization exports within a year<sup>15</sup>:

	Do not know	No exports	<100	100 to 999	1,000 to 2,999	3,000 to 6,999	7,000 to 9,999	10,000 to 99,999	100,000 to 999,999	≥1,000,000	Skipped	Total count
Accounting or Financial Officer	1 (14%)	2 (29%)	1 (14%)	1 (14%)	1 (14%)	0 (0%)	0 (0%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	7
Consultant	1 (14%)	4 (57%)	2 (29%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7
Customs Attorney	0 (0%)	2 (67%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3
Customs Compliance Officer	2 (5%)	3 (8%)	7 (18%)	5 (13%)	6 (15%)	8 (21%)	2 (5%)	3 (8%)	2 (5%)	1 (3%)	0 (0%)	39
Exporter	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Freight Forwarder	6 (10%)	4 (7%)	11 (19%)	15 (25%)	17 (29%)	3 (5%)	0 (0%)	2 (3%)	1 (2%)	0 (0%)	0 (0%)	59
Importer	32 (11%)	88 (31%)	65 (23%)	52 (19%)	17 (6%)	8 (3%)	4 (1%)	11 (4%)	3 (1%)	1 (0%)	0 (0%)	281
Importer/Exporter	7 (4%)	0 (0%)	21 (13%)	53 (33%)	33 (21%)	14 (9%)	10 (6%)	18 (11%)	4 (3%)	0 (0%)	0 (0%)	160
Licensed Customs Broker	19 (18%)	26 (25%)	13 (12%)	13 (12%)	17 (16%)	9 (8%)	1 (1%)	7 (7%)	1 (1%)	0 (0%)	0 (0%)	106
Logistics Officer or Supply Chain Officer	8 (13%)	10 (16%)	19 (30%)	12 (19%)	4 (6%)	6 (10%)	1 (2%)	3 (5%)	0 (0%)	0 (0%)	0 (0%)	63
Other	14 (30%)	9 (20%)	6 (13%)	5 (11%)	4 (9%)	4 (9%)	1 (2%)	1 (2%)	1 (2%)	1 (2%)	0 (0%)	46
<b>Grand Total</b>	<b>90 (12%)</b>	<b>148 (19%)</b>	<b>145 (19%)</b>	<b>157 (20%)</b>	<b>100 (13%)</b>	<b>52 (7%)</b>	<b>20 (3%)</b>	<b>46 (6%)</b>	<b>12 (2%)</b>	<b>3 (0%)</b>	<b>0 (0%)</b>	<b>773</b>

<sup>15</sup> The survey ended after question 45 for the 238 respondents that answered “Do not know” or “No exports” to question 45. The remaining 537 respondents proceeded to the export section of the survey. An additional 102 respondents in the export section answered “Do not know” or “No export declarations filed,” and as such their remaining questions were not applicable.

46) Please select the total number of export declarations (i.e., EEI) [filings] that your organization files within a year<sup>16</sup>:

Option	Total Count
Do not know	68 (13%)
No export declarations filed	34 (6%)
Less than 100 filings	134 (25%)
100 to 999 filings	133 (25%)
1,000 filings to 2,999 filings	72 (13%)
3,000 filings to 6,999 filings	46 (9%)
7,000 filings to 9,999 filings	14 (3%)
10,000 filings to 99,999 filings	26 (5%)
100,000 filings to 999,999 filings	8 (1%)
1,000,000 filings or more	2 (0%)
Skipped	0 (0%)
<b>Grand Total</b>	<b>537 (100%)</b>

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<sup>16</sup> The survey ended after question 45 for the 238 respondents that answered “Do not know” or “No exports” to question 45. The remaining 537 respondents proceeded to the export section of the survey. An additional 102 respondents in the export section answered “Do not know” or “No export declarations filed,” and as such their remaining questions were not applicable.

**Cross Tab by Industry - 46) Please select the total number of export declarations (i.e., EEI) [filings] that your organization files within a year<sup>17</sup>:**

	Do not know	No export declarations filed	<100	100 to 999	1,000 to 2,999	3,000 to 6,999	7,000 to 9,999	10,000 to 99,999	100,000 to 999,999	≥1,000,000	Skipped	Total count
<b>Ag &amp; Prepared Products</b>	3 (8%)	3 (8%)	15 (38%)	11 (28%)	5 (13%)	2 (5%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	0 (n/a)	40
<b>Auto &amp; Aerospace</b>	11 (14%)	1 (1%)	18 (23%)	21 (27%)	11 (14%)	6 (8%)	2 (3%)	6 (8%)	1 (1%)	0 (0%)	0 (n/a)	77
<b>Base Metals &amp; Machinery</b>	11 (23%)	4 (8%)	9 (19%)	7 (15%)	3 (6%)	5 (10%)	3 (6%)	5 (10%)	1 (2%)	0 (0%)	0 (n/a)	48
<b>Consumer Products &amp; Mass Merch.</b>	16 (18%)	9 (10%)	30 (34%)	21 (24%)	7 (8%)	5 (6%)	0 (0%)	1 (1%)	0 (0%)	0 (0%)	0 (n/a)	89
<b>Industrial &amp; Manuf. Materials</b>	3 (8%)	0 (0%)	7 (18%)	9 (23%)	10 (25%)	6 (15%)	2 (5%)	2 (5%)	1 (3%)	0 (0%)	0 (n/a)	40
<b>IT &amp; Consumer Electronics</b>	7 (14%)	0 (0%)	7 (14%)	13 (26%)	12 (24%)	6 (12%)	1 (2%)	2 (4%)	2 (4%)	0 (0%)	0 (n/a)	50
<b>Petroleum, Natural Gas &amp; Minerals</b>	0 (0%)	0 (0%)	2 (25%)	2 (25%)	1 (13%)	2 (25%)	1 (13%)	0 (0%)	0 (0%)	0 (0%)	0 (n/a)	8
<b>Pharma, Health &amp; Chemicals</b>	2 (6%)	4 (12%)	3 (9%)	8 (24%)	4 (12%)	5 (15%)	2 (6%)	4 (12%)	0 (0%)	1 (3%)	0 (n/a)	33
<b>Textiles, Wearing Apparel &amp; Footwear</b>	3 (5%)	8 (14%)	21 (38%)	16 (29%)	4 (7%)	1 (2%)	2 (4%)	1 (2%)	0 (0%)	0 (0%)	0 (n/a)	56
<b>All</b>	4 (13%)	1 (3%)	5 (17%)	9 (30%)	3 (10%)	2 (7%)	0 (0%)	4 (13%)	2 (7%)	0 (0%)	0 (n/a)	30
<b>Other</b>	8 (12%)	4 (6%)	17 (26%)	16 (24%)	12 (18%)	6 (9%)	0 (0%)	1 (2%)	1 (2%)	1 (2%)	0 (n/a)	66

<sup>17</sup> The survey ended after question 45 for the 238 respondents that answered “Do not know” or “No exports” to question 45. The remaining 537 respondents proceeded to the export section of the survey. An additional 102 respondents in the export section answered “Do not know” or “No export declarations filed,” and as such their remaining questions were not applicable.



# COAC 2013 Trade Efficiency Survey

<b>Grand Total</b>	<b>68 (13%)</b>	<b>34 (6%)</b>	<b>134 (25%)</b>	<b>133 (25%)</b>	<b>72 (13%)</b>	<b>46 (9%)</b>	<b>14 (3%)</b>	<b>26 (5%)</b>	<b>8 (1%)</b>	<b>2 (0%)</b>	<b>0 (n/a)</b>	<b>537</b>
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**Cross Tab by Job Type - 46) Please select the total number of export declarations (i.e., EEI) [filings] that your organization files within a year<sup>18</sup>:**

	Do not know	No export declarations filed	<100	100 to 999	1,000 to 2,999	3,000 to 6,999	7,000 to 9,999	10,000 to 99,999	100,000 to 999,999	≥1,000,000	Skipped	Total count
<b>Accounting or Financial Officer</b>	1 (25%)	1 (25%)	1 (25%)	0 (0%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4
<b>Consultant</b>	0 (0%)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
<b>Customs Attorney</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
<b>Customs Compliance Officer</b>	1 (3%)	2 (6%)	6 (18%)	5 (15%)	10 (29%)	4 (12%)	2 (6%)	2 (6%)	1 (3%)	1 (3%)	0 (0%)	34
<b>Exporter</b>	0 (0%)	1 (50%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
<b>Freight Forwarder</b>	2 (4%)	4 (8%)	8 (16%)	12 (24%)	15 (31%)	5 (10%)	0 (0%)	2 (4%)	1 (2%)	0 (0%)	0 (0%)	49
<b>Importer</b>	29 (18%)	13 (8%)	57 (35%)	35 (22%)	11 (7%)	4 (2%)	4 (2%)	5 (3%)	3 (2%)	0 (0%)	0 (0%)	161
<b>Importer/Exporter</b>	14 (9%)	4 (3%)	27 (18%)	53 (35%)	21 (14%)	18 (12%)	3 (2%)	11 (7%)	2 (1%)	0 (0%)	0 (0%)	153
<b>Licensed Customs Broker</b>	7 (11%)	6 (10%)	11 (18%)	16 (26%)	8 (13%)	6 (10%)	2 (3%)	4 (7%)	1 (2%)	0 (0%)	0 (0%)	61
<b>Logistics Officer or Supply Chain Officer</b>	7 (16%)	3 (7%)	16 (36%)	7 (16%)	4 (9%)	5 (11%)	1 (2%)	2 (4%)	0 (0%)	0 (0%)	0 (0%)	45
<b>Other</b>	5 (22%)	0 (0%)	6 (26%)	4 (17%)	2 (9%)	4 (17%)	1 (4%)	0 (0%)	0 (0%)	1 (4%)	0 (0%)	23
<b>Grand Total</b>	<b>66 (12%)</b>	<b>34 (6%)</b>	<b>134 (25%)</b>	<b>133 (25%)</b>	<b>72 (13%)</b>	<b>46 (9%)</b>	<b>14 (3%)</b>	<b>26 (5%)</b>	<b>8 (1%)</b>	<b>2 (0%)</b>	<b>0 (0%)</b>	<b>535</b>

<sup>18</sup> The survey ended after question 45 for the 238 respondents that answered “Do not know” or “No exports” to question 45. The remaining 537 respondents proceeded to the export section of the survey. An additional 102 respondents in the export section answered “Do not know” or “No export declarations filed,” and as such their remaining questions were not applicable..

# COAC 2013 Trade Efficiency Survey

47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	102 (23%)	99 (23%)	1 (0%)	51 (12%)	1 (0%)	181 (42%)	435
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	62 (14%)	41 (9%)	0 (0%)	18 (4%)	3 (1%)	311 (71%)	435
Commerce Control List (CCL)	76 (17%)	60 (14%)	1 (0%)	27 (6%)	1 (0%)	270 (62%)	435
Option 4	36 (8%)	50 (11%)	1 (0%)	19 (4%)	4 (1%)	325 (75%)	435
Non-option 4	45 (10%)	51 (12%)	1 (0%)	24 (6%)	5 (1%)	309 (71%)	435
No export declaration required	113 (26%)	56 (13%)	3 (1%)	59 (14%)	4 (1%)	200 (46%)	435

Cross Tab by Industry - 47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):

## Ag & Prepared Products

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	4 (12%)	15 (44%)	0 (0%)	4 (12%)	0 (0%)	11 (32%)	34
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	1 (3%)	3 (9%)	0 (0%)	1 (3%)	0 (0%)	29 (85%)	34
Commerce Control List (CCL)	0 (0%)	3 (9%)	0 (0%)	2 (6%)	0 (0%)	29 (85%)	34
Option 4	0 (0%)	3 (9%)	0 (0%)	0 (0%)	2 (6%)	29 (85%)	34
Non-option 4	0 (0%)	6 (18%)	0 (0%)	0 (0%)	2 (6%)	26 (76%)	34
No export declaration required	1 (3%)	8 (24%)	0 (0%)	3 (9%)	0 (0%)	22 (65%)	34

# COAC 2013 Trade Efficiency Survey

Cont. 1 -- 47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):

## Auto & Aerospace

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	14 (22%)	12 (18%)	0 (0%)	7 (11%)	1 (2%)	31 (48%)	65
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	11 (17%)	5 (8%)	0 (0%)	4 (6%)	0 (0%)	45 (69%)	65
Commerce Control List (CCL)	14 (22%)	8 (12%)	0 (0%)	6 (9%)	0 (0%)	37 (57%)	65
Option 4	7 (11%)	7 (11%)	0 (0%)	3 (5%)	0 (0%)	48 (74%)	65
Non-option 4	7 (11%)	7 (11%)	1 (2%)	6 (9%)	0 (0%)	44 (68%)	65
No export declaration required	21 (32%)	6 (9%)	1 (2%)	9 (14%)	0 (0%)	28 (43%)	65

## Base Metals & Machinery

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	6 (18%)	8 (24%)	0 (0%)	5 (15%)	0 (0%)	14 (42%)	33
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	3 (9%)	2 (6%)	0 (0%)	2 (6%)	1 (3%)	25 (76%)	33
Commerce Control List (CCL)	4 (12%)	6 (18%)	0 (0%)	1 (3%)	0 (0%)	22 (67%)	33
Option 4	1 (3%)	7 (21%)	0 (0%)	2 (6%)	1 (3%)	22 (67%)	33
Non-option 4	3 (9%)	6 (18%)	0 (0%)	2 (6%)	1 (3%)	21 (64%)	33
No export declaration required	5 (15%)	5 (15%)	0 (0%)	4 (12%)	1 (3%)	18 (55%)	33

Cont. 2 -- 47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):

## Consumer Products & Mass Merch.

## COAC 2013 Trade Efficiency Survey

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
<b>Licensed (allow respondent to key in a percent or select from a percent range for all selections)</b>	16 (25%)	16 (25%)	1 (2%)	4 (6%)	0 (0%)	27 (42%)	64
<b>United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)</b>	8 (13%)	12 (19%)	0 (0%)	2 (3%)	1 (2%)	41 (64%)	64
<b>Commerce Control List (CCL)</b>	6 (9%)	10 (16%)	0 (0%)	1 (2%)	0 (0%)	47 (73%)	64
<b>Option 4</b>	3 (5%)	12 (19%)	0 (0%)	1 (2%)	0 (0%)	48 (75%)	64
<b>Non-option 4</b>	4 (6%)	10 (16%)	0 (0%)	2 (3%)	0 (0%)	48 (75%)	64
<b>No export declaration required</b>	13 (20%)	14 (22%)	2 (3%)	7 (11%)	0 (0%)	28 (44%)	64

## Industrial &amp; Manuf. Materials

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
<b>Licensed (allow respondent to key in a percent or select from a percent range for all selections)</b>	5 (14%)	11 (30%)	0 (0%)	11 (30%)	0 (0%)	10 (27%)	37
<b>United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)</b>	4 (11%)	2 (5%)	0 (0%)	1 (3%)	0 (0%)	30 (81%)	37
<b>Commerce Control List (CCL)</b>	3 (8%)	6 (16%)	0 (0%)	6 (16%)	0 (0%)	22 (59%)	37
<b>Option 4</b>	0 (0%)	2 (5%)	0 (0%)	5 (14%)	0 (0%)	30 (81%)	37
<b>Non-option 4</b>	1 (3%)	4 (11%)	0 (0%)	4 (11%)	0 (0%)	28 (76%)	37
<b>No export declaration required</b>	6 (16%)	4 (11%)	0 (0%)	10 (27%)	0 (0%)	17 (46%)	37

# COAC 2013 Trade Efficiency Survey

Cont. 3 -- 47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):

## IT & Consumer Electronics

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	19 (44%)	2 (5%)	0 (0%)	5 (12%)	0 (0%)	17 (40%)	43
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	11 (26%)	1 (2%)	0 (0%)	0 (0%)	1 (2%)	30 (70%)	43
Commerce Control List (CCL)	23 (53%)	3 (7%)	0 (0%)	3 (7%)	1 (2%)	13 (30%)	43
Option 4	12 (28%)	1 (2%)	0 (0%)	0 (0%)	1 (2%)	29 (67%)	43
Non-option 4	13 (30%)	0 (0%)	0 (0%)	3 (7%)	1 (2%)	26 (60%)	43
No export declaration required	20 (47%)	1 (2%)	0 (0%)	7 (16%)	0 (0%)	15 (35%)	43

## Petroleum, Natural Gas & Minerals

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	0 (0%)	4 (50%)	0 (0%)	1 (13%)	0 (0%)	3 (38%)	8
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	0 (0%)	1 (13%)	0 (0%)	1 (13%)	0 (0%)	6 (75%)	8
Commerce Control List (CCL)	0 (0%)	2 (25%)	0 (0%)	1 (13%)	0 (0%)	5 (63%)	8
Option 4	0 (0%)	1 (13%)	0 (0%)	1 (13%)	0 (0%)	6 (75%)	8
Non-option 4	0 (0%)	2 (25%)	0 (0%)	1 (13%)	0 (0%)	5 (63%)	8
No export declaration required	0 (0%)	3 (38%)	0 (0%)	3 (38%)	0 (0%)	2 (25%)	8

## COAC 2013 Trade Efficiency Survey

### Pharma, Health & Chemicals

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
<b>Licensed (allow respondent to key in a percent or select from a percent range for all selections)</b>	7 (26%)	7 (26%)	0 (0%)	0 (0%)	0 (0%)	13 (48%)	27
<b>United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)</b>	2 (7%)	1 (4%)	0 (0%)	1 (4%)	0 (0%)	23 (85%)	27
<b>Commerce Control List (CCL)</b>	8 (30%)	5 (19%)	0 (0%)	0 (0%)	0 (0%)	14 (52%)	27
<b>Option 4</b>	1 (4%)	2 (7%)	1 (4%)	0 (0%)	0 (0%)	23 (85%)	27
<b>Non-option 4</b>	2 (7%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	24 (89%)	27
<b>No export declaration required</b>	13 (48%)	1 (4%)	0 (0%)	1 (4%)	1 (4%)	11 (41%)	27

### Textiles, Wearing Apparel & Footwear

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
<b>Licensed (allow respondent to key in a percent or select from a percent range for all selections)</b>	4 (9%)	10 (22%)	0 (0%)	6 (13%)	0 (0%)	25 (56%)	45
<b>United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)</b>	0 (0%)	6 (13%)	0 (0%)	2 (4%)	0 (0%)	37 (82%)	45
<b>Commerce Control List (CCL)</b>	1 (2%)	6 (13%)	0 (0%)	2 (4%)	0 (0%)	36 (80%)	45
<b>Option 4</b>	2 (4%)	4 (9%)	0 (0%)	3 (7%)	0 (0%)	36 (80%)	45
<b>Non-option 4</b>	2 (4%)	7 (16%)	0 (0%)	2 (4%)	0 (0%)	34 (76%)	45
<b>No export declaration required</b>	12 (27%)	6 (13%)	0 (0%)	8 (18%)	0 (0%)	19 (42%)	45

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):

All

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	10 (40%)	6 (24%)	0 (0%)	3 (12%)	0 (0%)	6 (24%)	25
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	11 (44%)	4 (16%)	0 (0%)	2 (8%)	0 (0%)	8 (32%)	25
Commerce Control List (CCL)	6 (24%)	6 (24%)	0 (0%)	3 (12%)	0 (0%)	10 (40%)	25
Option 4	5 (20%)	4 (16%)	0 (0%)	2 (8%)	0 (0%)	14 (56%)	25
Non-option 4	5 (20%)	4 (16%)	0 (0%)	2 (8%)	1 (4%)	13 (52%)	25
No export declaration required	7 (28%)	3 (12%)	0 (0%)	3 (12%)	0 (0%)	12 (48%)	25

Other

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	17 (31%)	8 (15%)	0 (0%)	5 (9%)	0 (0%)	24 (44%)	54
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	11 (20%)	4 (7%)	0 (0%)	2 (4%)	0 (0%)	37 (69%)	54
Commerce Control List (CCL)	11 (20%)	5 (9%)	1 (2%)	2 (4%)	0 (0%)	35 (65%)	54
Option 4	5 (9%)	7 (13%)	0 (0%)	2 (4%)	0 (0%)	40 (74%)	54
Non-option 4	8 (15%)	4 (7%)	0 (0%)	2 (4%)	0 (0%)	40 (74%)	54
No export declaration required	15 (28%)	5 (9%)	0 (0%)	4 (7%)	2 (4%)	28 (52%)	54

**Cross Tab by Job Type - 47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):**

**Accounting or Financial Officer**

	<b>Air</b>	<b>Ocean</b>	<b>Rail</b>	<b>Truck</b>	<b>Pipeline</b>	<b>Skipped</b>	<b>Total count</b>
<b>Licensed (allow respondent to key in a percent or select from a percent range for all selections)</b>	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	2
<b>United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
<b>Commerce Control List (CCL)</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
<b>Option 4</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
<b>Non-option 4</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
<b>No export declaration required</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2



# COAC 2013 Trade Efficiency Survey

Cont. 1 -- 47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):

## Consultant

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Commerce Control List (CCL)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Option 4	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Non-option 4	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
No export declaration required	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2

## Customs Attorney

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Commerce Control List (CCL)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Option 4	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Non-option 4	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
No export declaration required	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1

COAC 2013 Trade Efficiency Survey

Cont. 2 -- 47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):

Customs Compliance Officer

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	9 (29%)	5 (16%)	0 (0%)	5 (16%)	0 (0%)	12 (39%)	31
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	7 (23%)	1 (3%)	0 (0%)	2 (6%)	0 (0%)	21 (68%)	31
Commerce Control List (CCL)	9 (29%)	4 (13%)	0 (0%)	3 (10%)	0 (0%)	15 (48%)	31
Option 4	2 (6%)	3 (10%)	0 (0%)	3 (10%)	0 (0%)	23 (74%)	31
Non-option 4	4 (13%)	2 (6%)	0 (0%)	4 (13%)	0 (0%)	21 (68%)	31
No export declaration required	10 (32%)	5 (16%)	0 (0%)	9 (29%)	0 (0%)	7 (23%)	31

Exporter

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Commerce Control List (CCL)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Option 4	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Non-option 4	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
No export declaration required	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

Freight Forwarder

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	12 (28%)	19 (44%)	0 (0%)	1 (2%)	0 (0%)	11 (26%)	43
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	12 (28%)	9 (21%)	0 (0%)	0 (0%)	0 (0%)	22 (51%)	43
Commerce Control List (CCL)	6 (14%)	7 (16%)	0 (0%)	1 (2%)	0 (0%)	29 (67%)	43
Option 4	3 (7%)	6 (14%)	0 (0%)	1 (2%)	0 (0%)	33 (77%)	43
Non-option 4	5 (12%)	5 (12%)	0 (0%)	1 (2%)	1 (2%)	31 (72%)	43
No export declaration required	14 (33%)	8 (19%)	0 (0%)	5 (12%)	0 (0%)	16 (37%)	43

**Cont. 3 -- 47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):**  
**Importer**

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
<b>Licensed (allow respondent to key in a percent or select from a percent range for all selections)</b>	31 (26%)	33 (28%)	0 (0%)	11 (9%)	0 (0%)	44 (37%)	119
<b>United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)</b>	10 (8%)	10 (8%)	0 (0%)	6 (5%)	1 (1%)	92 (77%)	119
<b>Commerce Control List (CCL)</b>	14 (12%)	17 (14%)	1 (1%)	3 (3%)	0 (0%)	84 (71%)	119
<b>Option 4</b>	7 (6%)	12 (10%)	0 (0%)	3 (3%)	1 (1%)	96 (81%)	119
<b>Non-option 4</b>	7 (6%)	12 (10%)	0 (0%)	4 (3%)	1 (1%)	95 (80%)	119
<b>No export declaration required</b>	31 (26%)	12 (10%)	2 (2%)	13 (11%)	1 (1%)	60 (50%)	119

**Importer/Exporter**

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
<b>Licensed (allow respondent to key in a percent or select from a percent range for all selections)</b>	26 (19%)	21 (16%)	1 (1%)	17 (13%)	1 (1%)	69 (51%)	135
<b>United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)</b>	19 (14%)	6 (4%)	0 (0%)	3 (2%)	1 (1%)	106 (79%)	135
<b>Commerce Control List (CCL)</b>	27 (20%)	15 (11%)	0 (0%)	10 (7%)	1 (1%)	82 (61%)	135
<b>Option 4</b>	13 (10%)	11 (8%)	1 (1%)	9 (7%)	2 (1%)	99 (73%)	135
<b>Non-option 4</b>	15 (11%)	14 (10%)	1 (1%)	7 (5%)	2 (1%)	96 (71%)	135
<b>No export declaration required</b>	36 (27%)	13 (10%)	0 (0%)	17 (13%)	1 (1%)	68 (50%)	135

COAC 2013 Trade Efficiency Survey

Cont. 4 -- 47) Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):

Licensed Customs Broker

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	10 (21%)	9 (19%)	0 (0%)	8 (17%)	0 (0%)	21 (44%)	48
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	8 (17%)	10 (21%)	0 (0%)	3 (6%)	0 (0%)	27 (56%)	48
Commerce Control List (CCL)	7 (15%)	10 (21%)	0 (0%)	6 (13%)	0 (0%)	25 (52%)	48
Option 4	3 (6%)	11 (23%)	0 (0%)	3 (6%)	0 (0%)	31 (65%)	48
Non-option 4	5 (10%)	12 (25%)	0 (0%)	6 (13%)	0 (0%)	25 (52%)	48
No export declaration required	9 (19%)	9 (19%)	1 (2%)	9 (19%)	0 (0%)	20 (42%)	48

Logistics Officer or Supply Chain Officer

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	9 (26%)	6 (17%)	0 (0%)	6 (17%)	0 (0%)	14 (40%)	35
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	4 (11%)	2 (6%)	0 (0%)	2 (6%)	0 (0%)	27 (77%)	35
Commerce Control List (CCL)	7 (20%)	5 (14%)	0 (0%)	3 (9%)	0 (0%)	20 (57%)	35
Option 4	4 (11%)	4 (11%)	0 (0%)	0 (0%)	0 (0%)	27 (77%)	35
Non-option 4	4 (11%)	4 (11%)	0 (0%)	0 (0%)	0 (0%)	27 (77%)	35
No export declaration required	9 (26%)	8 (23%)	0 (0%)	3 (9%)	1 (3%)	14 (40%)	35

Other

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Licensed (allow respondent to key in a percent or select from a percent range for all selections)	4 (22%)	5 (28%)	0 (0%)	2 (11%)	0 (0%)	7 (39%)	18
United States Munitions List (USML) (example: 95% of shipments of which 100% travel via airfreight)	2 (11%)	3 (17%)	0 (0%)	1 (6%)	1 (6%)	11 (61%)	18
Commerce Control List (CCL)	5 (28%)	2 (11%)	0 (0%)	1 (6%)	0 (0%)	10 (56%)	18
Option 4	3 (17%)	3 (17%)	0 (0%)	0 (0%)	1 (6%)	11 (61%)	18
Non-option 4	4 (22%)	2 (11%)	0 (0%)	2 (11%)	1 (6%)	9 (50%)	18
No export declaration required	4 (22%)	1 (6%)	0 (0%)	2 (11%)	1 (6%)	10 (56%)	18

48) Please select the percent of your total export shipments [entries] delayed by the following:

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
<b>Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)</b>	106 (24%)	126 (29%)	131 (30%)	8 (2%)	1 (0%)	3 (1%)	1 (0%)	59 (14%)	435
<b>Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)</b>	83 (19%)	177 (41%)	89 (20%)	3 (1%)	3 (1%)	0 (0%)	2 (0%)	78 (18%)	435
<b>Variable port practices: industry</b>	99 (23%)	162 (37%)	82 (19%)	5 (1%)	0 (0%)	2 (0%)	0 (0%)	85 (20%)	435
<b>Variable port practices: government</b>	98 (23%)	156 (36%)	71 (16%)	6 (1%)	3 (1%)	2 (0%)	1 (0%)	98 (23%)	435
<b>Paperwork</b>	73 (17%)	119 (27%)	153 (35%)	9 (2%)	2 (0%)	1 (0%)	3 (1%)	75 (17%)	435
<b>Unknown/No visibility</b>	133 (31%)	101 (23%)	30 (7%)	0 (0%)	1 (0%)	0 (0%)	1 (0%)	169 (39%)	435

## COAC 2013 Trade Efficiency Survey

Cross Tab by Industry - 48) Please select the percent of your total export shipments [entries] delayed by the following:

## Ag &amp; Prepared Products

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	10 (29%)	6 (18%)	12 (35%)	3 (9%)	0 (0%)	0 (0%)	0 (0%)	3 (9%)	34
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	8 (24%)	11 (32%)	7 (21%)	0 (0%)	1 (3%)	0 (0%)	0 (0%)	7 (21%)	34
Variable port practices: industry	11 (32%)	7 (21%)	8 (24%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8 (24%)	34
Variable port practices: government	10 (29%)	6 (18%)	10 (29%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8 (24%)	34
Paperwork	6 (18%)	7 (21%)	12 (35%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	8 (24%)	34
Unknown/No visibility	13 (38%)	5 (15%)	2 (6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	14 (41%)	34

## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 48) Please select the percent of your total export shipments [entries] delayed by the following:

**Auto & Aerospace**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	15 (23%)	25 (38%)	17 (26%)	1 (2%)	1 (2%)	0 (0%)	0 (0%)	6 (9%)	65
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	10 (15%)	31 (48%)	14 (22%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	9 (14%)	65
Variable port practices: industry	15 (23%)	30 (46%)	7 (11%)	2 (3%)	0 (0%)	0 (0%)	0 (0%)	11 (17%)	65
Variable port practices: government	14 (22%)	27 (42%)	8 (12%)	0 (0%)	1 (2%)	0 (0%)	1 (2%)	14 (22%)	65
Paperwork	9 (14%) (32%)	21 (32%)	24 (37%)	0 (0%)	0 (0%)	0 (0%)	1 (2%)	10 (15%)	65
Unknown/No visibility	16 (25%)	21 (32%)	4 (6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	24 (37%)	65

**Base Metals & Machinery**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	7 (21%)	9 (27%)	13 (39%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	3 (9%)	33
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	6 (18%)	14 (42%)	6 (18%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (21%)	33
Variable port practices: industry	6 (18%)	11 (33%)	11 (33%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	4 (12%)	33
Variable port practices: government	6 (18%)	13 (39%)	7 (21%)	3 (9%)	0 (0%)	0 (0%)	0 (0%)	4 (12%)	33
Paperwork	3 (9%) (30%)	10 (30%)	13 (39%)	0 (0%)	1 (3%)	1 (3%)	0 (0%)	5 (15%)	33
Unknown/No visibility	5 (15%) (24%)	8 (24%)	4 (12%)	0 (0%)	1 (3%)	0 (0%)	0 (0%)	15 (45%)	33

**Cont. 2 -- 48) Please select the percent of your total export shipments [entries] delayed by the following:  
Consumer Products & Mass Merch.**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
<b>Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)</b>	16 (25%)	23 (36%)	16 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	9 (14%)	64
<b>Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)</b>	14 (22%)	29 (45%)	11 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	10 (16%)	64
<b>Variable port practices: industry</b>	14 (22%)	28 (44%)	10 (16%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	11 (17%)	64
<b>Variable port practices: government</b>	15 (23%)	26 (41%)	8 (13%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	14 (22%)	64
<b>Paperwork</b>	11 (17%)	21 (33%)	21 (33%)	0 (0%)	0 (0%)	0 (0%)	1 (2%)	10 (16%)	64
<b>Unknown/No visibility</b>	16 (25%)	17 (27%)	4 (6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	27 (42%)	64

**Industrial & Manuf. Materials**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
<b>Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)</b>	10 (27%)	10 (27%)	10 (27%)	1 (3%)	0 (0%)	2 (5%)	0 (0%)	4 (11%)	37
<b>Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)</b>	7 (19%)	13 (35%)	8 (22%)	0 (0%)	1 (3%)	0 (0%)	2 (5%)	6 (16%)	37
<b>Variable port practices: industry</b>	7 (19%)	11 (30%)	7 (19%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	11 (30%)	37
<b>Variable port practices: government</b>	8 (22%)	10 (27%)	6 (16%)	1 (3%)	1 (3%)	0 (0%)	0 (0%)	11 (30%)	37
<b>Paperwork</b>	7 (19%)	7 (19%)	14 (38%)	2 (5%)	0 (0%)	0 (0%)	0 (0%)	7 (19%)	37
<b>Unknown/No visibility</b>	12 (32%)	6 (16%)	2 (5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	17 (46%)	37



## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 48) Please select the percent of your total export shipments [entries] delayed by the following:

## IT &amp; Consumer Electronics

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	11 (26%)	12 (28%)	12 (28%)	0 (0%)	0 (0%)	1 (2%)	0 (0%)	7 (16%)	43
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	9 (21%)	20 (47%)	6 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8 (19%)	43
Variable port practices: industry	10 (23%)	19 (44%)	4 (9%)	0 (0%)	0 (0%)	1 (2%)	0 (0%)	9 (21%)	43
Variable port practices: government	11 (26%)	19 (44%)	3 (7%)	0 (0%)	0 (0%)	1 (2%)	0 (0%)	9 (21%)	43
Paperwork	8 (19%)	13 (30%)	12 (28%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	9 (21%)	43
Unknown/No visibility	15 (35%)	13 (30%)	2 (5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	13 (30%)	43

## Petroleum, Natural Gas &amp; Minerals

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	4 (50%)	1 (13%)	2 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (13%)	8
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	4 (50%)	3 (38%)	1 (13%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8
Variable port practices: industry	4 (50%)	1 (13%)	3 (38%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8
Variable port practices: government	4 (50%)	1 (13%)	2 (25%)	1 (13%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8
Paperwork	3 (38%)	2 (25%)	2 (25%)	0 (0%)	1 (13%)	0 (0%)	0 (0%)	0 (0%)	8
Unknown/No visibility	5 (63%)	1 (13%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (25%)	8

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 48) Please select the percent of your total export shipments [entries] delayed by the following:

## Pharma, Health &amp; Chemicals

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	3 (11%)	9 (33%)	11 (41%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	3 (11%)	27
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	3 (11%)	12 (44%)	8 (30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (15%)	27
Variable port practices: industry	4 (15%)	14 (52%)	4 (15%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (19%)	27
Variable port practices: government	4 (15%)	12 (44%)	4 (15%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (26%)	27
Paperwork	1 (4%)	8 (30%)	10 (37%)	3 (11%)	0 (0%)	0 (0%)	0 (0%)	5 (19%)	27
Unknown/No visibility	9 (33%)	4 (15%)	3 (11%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	11 (41%)	27

## Textiles, Wearing Apparel &amp; Footwear

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	9 (20%)	12 (27%)	12 (27%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	11 (24%)	45
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	7 (16%)	17 (38%)	7 (16%)	2 (4%)	0 (0%)	0 (0%)	0 (0%)	12 (27%)	45
Variable port practices: industry	9 (20%)	14 (31%)	9 (20%)	0 (0%)	0 (0%)	1 (2%)	0 (0%)	12 (27%)	45
Variable port practices: government	9 (20%)	13 (29%)	9 (20%)	0 (0%)	1 (2%)	0 (0%)	0 (0%)	13 (29%)	45
Paperwork	9 (20%)	8 (18%)	17 (38%)	1 (2%)	0 (0%)	0 (0%)	1 (2%)	9 (20%)	45
Unknown/No visibility	15 (33%)	9 (20%)	4 (9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	17 (38%)	45

## COAC 2013 Trade Efficiency Survey

Cont. 5 -- 48) Please select the percent of your total export shipments [entries] delayed by the following:

All

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	8 (32%)	4 (16%)	7 (28%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	5 (20%)	25
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	5 (20%)	7 (28%)	6 (24%)	0 (0%)	1 (4%)	0 (0%)	0 (0%)	6 (24%)	25
Variable port practices: industry	7 (28%)	7 (28%)	6 (24%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (20%)	25
Variable port practices: government	6 (24%)	8 (32%)	5 (20%)	0 (0%)	0 (0%)	1 (4%)	0 (0%)	5 (20%)	25
Paperwork	5 (20%)	6 (24%)	9 (36%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (20%)	25
Unknown/No visibility	10 (40%)	5 (20%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	9 (36%)	25

Other

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	13 (24%)	15 (28%)	19 (35%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (13%)	54
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	10 (19%)	20 (37%)	15 (28%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	9 (17%)	54
Variable port practices: industry	12 (22%)	20 (37%)	13 (24%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	9 (17%)	54
Variable port practices: government	11 (20%)	21 (39%)	9 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	13 (24%)	54
Paperwork	11 (20%)	16 (30%)	19 (35%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	7 (13%)	54
Unknown/No visibility	17 (31%)	12 (22%)	5 (9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	20 (37%)	54

# COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 48) Please select the percent of your total export shipments [entries] delayed by the following:

Accounting or Financial Officer

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Variable port practices: industry	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Variable port practices: government	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Paperwork	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Unknown/No visibility	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2

# COAC 2013 Trade Efficiency Survey

Cont. 1 -- 48) Please select the percent of your total export shipments [entries] delayed by the following:

## Consultant

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Variable port practices: industry	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Variable port practices: government	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Paperwork	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Unknown/No visibility	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2

## Customs Attorney

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Variable port practices: industry	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Variable port practices: government	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Paperwork	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Unknown/No visibility	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1

# COAC 2013 Trade Efficiency Survey

Cont. 2 -- 48) Please select the percent of your total export shipments [entries] delayed by the following:

## Customs Compliance Officer

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	12 (39%)	7 (23%)	5 (16%)	1 (3%)	0 (0%)	0 (0%)	1 (3%)	5 (16%)	31
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	6 (19%)	10 (32%)	8 (26%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (23%)	31
Variable port practices: industry	9 (29%)	11 (35%)	5 (16%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (19%)	31
Variable port practices: government	8 (26%)	10 (32%)	5 (16%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	7 (23%)	31
Paperwork	5 (16%)	7 (23%)	8 (26%)	2 (6%)	1 (3%)	0 (0%)	0 (0%)	8 (26%)	31
Unknown/No visibility	13 (42%)	8 (26%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	10 (32%)	31

## Exporter

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Variable port practices: industry	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Variable port practices: government	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Paperwork	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Unknown/No visibility	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 48) Please select the percent of your total export shipments [entries] delayed by the following:

### Freight Forwarder

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	7 (16%)	12 (28%)	16 (37%)	1 (2%)	1 (2%)	1 (2%)	0 (0%)	5 (12%)	43
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	4 (9%)	18 (42%)	10 (23%)	0 (0%)	1 (2%)	0 (0%)	1 (2%)	9 (21%)	43
Variable port practices: industry	8 (19%)	15 (35%)	11 (26%)	2 (5%)	0 (0%)	0 (0%)	0 (0%)	7 (16%)	43
Variable port practices: government	9 (21%)	15 (35%)	7 (16%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	11 (26%)	43
Paperwork	6 (14%)	13 (30%)	15 (35%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	8 (19%)	43
Unknown/No visibility	15 (35%)	10 (23%)	4 (9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	14 (33%)	43

### Importer

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	29 (24%)	43 (36%)	29 (24%)	1 (1%)	0 (0%)	1 (1%)	0 (0%)	16 (13%)	119
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	27 (23%)	49 (41%)	21 (18%)	2 (2%)	1 (1%)	0 (0%)	1 (1%)	18 (15%)	119
Variable port practices: industry	29 (24%)	45 (38%)	20 (17%)	2 (2%)	0 (0%)	1 (1%)	0 (0%)	22 (18%)	119
Variable port practices: government	29 (24%)	46 (39%)	19 (16%)	3 (3%)	0 (0%)	1 (1%)	0 (0%)	21 (18%)	119
Paperwork	25 (21%)	35 (29%)	39 (33%)	2 (2%)	0 (0%)	1 (1%)	0 (0%)	17 (14%)	119
Unknown/No visibility	37 (31%)	29 (24%)	11 (9%)	0 (0%)	1 (1%)	0 (0%)	0 (0%)	41 (34%)	119

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 48) Please select the percent of your total export shipments [entries] delayed by the following:

Importer/Exporter

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	31 (23%)	32 (24%)	51 (38%)	3 (2%)	0 (0%)	1 (1%)	0 (0%)	17 (13%)	135
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	27 (20%)	59 (44%)	21 (16%)	1 (1%)	0 (0%)	0 (0%)	0 (0%)	27 (20%)	135
Variable port practices: industry	28 (21%)	52 (39%)	24 (18%)	1 (1%)	0 (0%)	1 (1%)	0 (0%)	29 (21%)	135
Variable port practices: government	30 (22%)	50 (37%)	19 (14%)	1 (1%)	3 (2%)	0 (0%)	0 (0%)	32 (24%)	135
Paperwork	19 (14%)	34 (25%)	51 (38%)	4 (3%)	1 (1%)	0 (0%)	2 (1%)	24 (18%)	135
Unknown/No visibility	40 (30%)	28 (21%)	8 (6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	59 (44%)	135

Licensed Customs Broker

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	13 (27%)	12 (25%)	14 (29%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	8 (17%)	48
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	9 (19%)	15 (31%)	16 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8 (17%)	48
Variable port practices: industry	12 (25%)	15 (31%)	10 (21%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	11 (23%)	48
Variable port practices: government	11 (23%)	15 (31%)	12 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	10 (21%)	48
Paperwork	9 (19%)	13 (27%)	16 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	10 (21%)	48
Unknown/No visibility	12 (25%)	12 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (2%)	23 (48%)	48



# COAC 2013 Trade Efficiency Survey

Cont. 5 -- 48) Please select the percent of your total export shipments [entries] delayed by the following:

Logistics Officer or Supply Chain Officer

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	5 (14%)	15 (43%)	10 (29%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	4 (11%)	35
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	4 (11%)	19 (54%)	7 (20%)	0 (0%)	1 (3%)	0 (0%)	0 (0%)	4 (11%)	35
Variable port practices: industry	6 (17%)	17 (49%)	7 (20%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (14%)	35
Variable port practices: government	5 (14%)	14 (40%)	5 (14%)	0 (0%)	0 (0%)	1 (3%)	0 (0%)	10 (29%)	35
Paperwork	4 (11%)	10 (29%)	15 (43%)	0 (0%)	0 (0%)	0 (0%)	1 (3%)	5 (14%)	35
Unknown/No visibility	6 (17%)	10 (29%)	5 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	14 (40%)	35

Other

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	7 (39%)	4 (22%)	4 (22%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (17%)	18
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	6 (33%)	3 (17%)	5 (28%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (22%)	18
Variable port practices: industry	6 (33%)	4 (22%)	4 (22%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (22%)	18
Variable port practices: government	5 (28%)	4 (22%)	3 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (6%)	5 (28%)	18
Paperwork	4 (22%)	4 (22%)	8 (44%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (11%)	18
Unknown/No visibility	8 (44%)	2 (11%)	2 (11%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (33%)	18

## COAC 2013 Trade Efficiency Survey

49) Select the mode of transportation most used for the following export declarations (i.e. EEI):

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	104 (24%)	120 (28%)	0 (0%)	59 (14%)	0 (0%)	152 (35%)	435
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	68 (16%)	82 (19%)	3 (1%)	37 (9%)	0 (0%)	245 (56%)	435
Variable port practices: industry	54 (12%)	85 (20%)	2 (0%)	27 (6%)	0 (0%)	267 (61%)	435
Variable port practices: government	58 (13%)	74 (17%)	1 (0%)	28 (6%)	0 (0%)	274 (63%)	435
Paperwork	77 (18%)	75 (17%)	0 (0%)	41 (9%)	1 (0%)	241 (55%)	435
Do not know	82 (19%)	46 (11%)	2 (0%)	20 (5%)	6 (1%)	279 (64%)	435

Cross Tab by Industry - 49) Select the mode of transportation most used for the following export declarations (i.e. EEI):

## Ag &amp; Prepared Products

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	2 (6%)	19 (56%)	0 (0%)	6 (18%)	0 (0%)	7 (21%)	34
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	3 (9%)	11 (32%)	0 (0%)	5 (15%)	0 (0%)	15 (44%)	34
Variable port practices: industry	1 (3%)	12 (35%)	0 (0%)	2 (6%)	0 (0%)	19 (56%)	34
Variable port practices: government	3 (9%)	9 (26%)	0 (0%)	2 (6%)	0 (0%)	20 (59%)	34
Paperwork	1 (3%)	13 (38%)	0 (0%)	4 (12%)	0 (0%)	16 (47%)	34
Do not know	6 (18%)	5 (15%)	0 (0%)	2 (6%)	0 (0%)	21 (62%)	34

Cont. 1 -- 49) Select the mode of transportation most used for the following export declarations (i.e. EEI):

Auto & Aerospace

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	14 (22%)	14 (22%)	0 (0%)	8 (12%)	0 (0%)	29 (45%)	65
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	11 (17%)	11 (17%)	0 (0%)	4 (6%)	0 (0%)	39 (60%)	65
Variable port practices: industry	9 (14%)	9 (14%)	2 (3%)	4 (6%)	0 (0%)	41 (63%)	65
Variable port practices: government	9 (14%)	9 (14%)	0 (0%)	4 (6%)	0 (0%)	43 (66%)	65
Paperwork	14 (22%)	10 (15%)	0 (0%)	6 (9%)	0 (0%)	35 (54%)	65
Do not know	13 (20%)	8 (12%)	0 (0%)	3 (5%)	1 (2%)	40 (62%)	65

Base Metals & Machinery

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	7 (21%)	13 (39%)	0 (0%)	7 (21%)	0 (0%)	6 (18%)	33
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	6 (18%)	8 (24%)	1 (3%)	4 (12%)	0 (0%)	14 (42%)	33
Variable port practices: industry	4 (12%)	14 (42%)	0 (0%)	2 (6%)	0 (0%)	13 (39%)	33
Variable port practices: government	2 (6%)	12 (36%)	1 (3%)	3 (9%)	0 (0%)	15 (45%)	33
Paperwork	5 (15%)	10 (30%)	0 (0%)	4 (12%)	0 (0%)	14 (42%)	33
Do not know	5 (15%)	5 (15%)	1 (3%)	1 (3%)	0 (0%)	21 (64%)	33

Cont. 2 -- 49) Select the mode of transportation most used for the following export declarations (i.e. EEI):

**Consumer Products & Mass Merch.**

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	14 (22%)	19 (30%)	0 (0%)	3 (5%)	0 (0%)	28 (44%)	64
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	8 (13%)	16 (25%)	0 (0%)	3 (5%)	0 (0%)	37 (58%)	64
Variable port practices: industry	5 (8%)	15 (23%)	0 (0%)	1 (2%)	0 (0%)	43 (67%)	64
Variable port practices: government	7 (11%)	11 (17%)	0 (0%)	2 (3%)	0 (0%)	44 (69%)	64
Paperwork	11 (17%)	9 (14%)	0 (0%)	3 (5%)	0 (0%)	41 (64%)	64
Do not know	9 (14%)	9 (14%)	0 (0%)	2 (3%)	1 (2%)	43 (67%)	64

**Industrial & Manuf. Materials**

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	3 (8%)	10 (27%)	0 (0%)	13 (35%)	0 (0%)	11 (30%)	37
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	2 (5%)	6 (16%)	0 (0%)	6 (16%)	0 (0%)	23 (62%)	37
Variable port practices: industry	3 (8%)	4 (11%)	0 (0%)	6 (16%)	0 (0%)	24 (65%)	37
Variable port practices: government	2 (5%)	4 (11%)	0 (0%)	6 (16%)	0 (0%)	25 (68%)	37
Paperwork	1 (3%)	5 (14%)	0 (0%)	7 (19%)	0 (0%)	24 (65%)	37
Do not know	3 (8%)	1 (3%)	0 (0%)	4 (11%)	1 (3%)	28 (76%)	37

**Cont. 3 -- 49) Select the mode of transportation most used for the following export declarations (i.e. EEI):**  
**IT & Consumer Electronics**

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
<b>Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)</b>	22 (51%)	4 (9%)	0 (0%)	5 (12%)	0 (0%)	12 (28%)	43
<b>Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)</b>	13 (30%)	3 (7%)	0 (0%)	5 (12%)	0 (0%)	22 (51%)	43
<b>Variable port practices: industry</b>	10 (23%)	5 (12%)	0 (0%)	4 (9%)	0 (0%)	24 (56%)	43
<b>Variable port practices: government</b>	13 (30%)	3 (7%)	0 (0%)	3 (7%)	0 (0%)	24 (56%)	43
<b>Paperwork</b>	15 (35%)	3 (7%)	0 (0%)	3 (7%)	0 (0%)	22 (51%)	43
<b>Do not know</b>	14 (33%)	1 (2%)	0 (0%)	2 (5%)	0 (0%)	26 (60%)	43

**Petroleum, Natural Gas & Minerals**

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
<b>Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)</b>	1 (13%)	2 (25%)	0 (0%)	1 (13%)	0 (0%)	4 (50%)	8
<b>Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)</b>	1 (13%)	1 (13%)	0 (0%)	1 (13%)	0 (0%)	5 (63%)	8
<b>Variable port practices: industry</b>	1 (13%)	2 (25%)	0 (0%)	1 (13%)	0 (0%)	4 (50%)	8
<b>Variable port practices: government</b>	1 (13%)	2 (25%)	0 (0%)	1 (13%)	0 (0%)	4 (50%)	8
<b>Paperwork</b>	1 (13%)	2 (25%)	0 (0%)	1 (13%)	0 (0%)	4 (50%)	8
<b>Do not know</b>	3 (38%)	2 (25%)	0 (0%)	0 (0%)	0 (0%)	3 (38%)	8

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 49) Select the mode of transportation most used for the following export declarations (i.e. EEI):Pharma, Health & Chemicals

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	9 (33%)	10 (37%)	0 (0%)	1 (4%)	0 (0%)	7 (26%)	27
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	5 (19%)	4 (15%)	0 (0%)	0 (0%)	0 (0%)	18 (67%)	27
Variable port practices: industry	4 (15%)	5 (19%)	0 (0%)	0 (0%)	0 (0%)	18 (67%)	27
Variable port practices: government	5 (19%)	4 (15%)	0 (0%)	0 (0%)	0 (0%)	18 (67%)	27
Paperwork	5 (19%)	5 (19%)	0 (0%)	0 (0%)	0 (0%)	17 (63%)	27
Do not know	5 (19%)	1 (4%)	1 (4%)	0 (0%)	0 (0%)	20 (74%)	27

Textiles, Wearing Apparel & Footwear

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	10 (22%)	9 (20%)	0 (0%)	6 (13%)	0 (0%)	20 (44%)	45
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	1 (2%)	8 (18%)	1 (2%)	5 (11%)	0 (0%)	30 (67%)	45
Variable port practices: industry	1 (2%)	7 (16%)	0 (0%)	3 (7%)	0 (0%)	34 (76%)	45
Variable port practices: government	1 (2%)	9 (20%)	0 (0%)	3 (7%)	0 (0%)	32 (71%)	45
Paperwork	7 (16%)	6 (13%)	0 (0%)	4 (9%)	1 (2%)	27 (60%)	45
Do not know	9 (20%)	5 (11%)	0 (0%)	3 (7%)	1 (2%)	27 (60%)	45

## COAC 2013 Trade Efficiency Survey

Cont. 5 -- 49) Select the mode of transportation most used for the following export declarations (i.e. EEI):All

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	8 (32%)	7 (28%)	0 (0%)	2 (8%)	0 (0%)	8 (32%)	25
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	5 (20%)	7 (28%)	0 (0%)	1 (4%)	0 (0%)	12 (48%)	25
Variable port practices: industry	5 (20%)	6 (24%)	0 (0%)	1 (4%)	0 (0%)	13 (52%)	25
Variable port practices: government	5 (20%)	5 (20%)	0 (0%)	1 (4%)	0 (0%)	14 (56%)	25
Paperwork	4 (16%)	5 (20%)	0 (0%)	2 (8%)	0 (0%)	14 (56%)	25
Do not know	4 (16%)	4 (16%)	0 (0%)	1 (4%)	0 (0%)	16 (64%)	25

Other

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	14 (26%)	13 (24%)	0 (0%)	7 (13%)	0 (0%)	20 (37%)	54
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	13 (24%)	7 (13%)	1 (2%)	3 (6%)	0 (0%)	30 (56%)	54
Variable port practices: industry	11 (20%)	6 (11%)	0 (0%)	3 (6%)	0 (0%)	34 (63%)	54
Variable port practices: government	10 (19%)	6 (11%)	0 (0%)	3 (6%)	0 (0%)	35 (65%)	54
Paperwork	13 (24%)	7 (13%)	0 (0%)	7 (13%)	0 (0%)	27 (50%)	54
Do not know	11 (20%)	5 (9%)	0 (0%)	2 (4%)	2 (4%)	34 (63%)	54

COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 49) Select the mode of transportation most used for the following export declarations (i.e. EEI):  
Accounting or Financial Officer

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	2
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	2
Variable port practices: industry	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	2
Variable port practices: government	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	2
Paperwork	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	2
Do not know	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	2

Consultant

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Variable port practices: industry	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Variable port practices: government	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Paperwork	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Do not know	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2

Customs Attorney

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Variable port practices: industry	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Variable port practices: government	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Paperwork	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Do not know	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1



COAC 2013 Trade Efficiency Survey

Cont. 1 -- 49) Select the mode of transportation most used for the following export declarations (i.e. EEI):  
Customs Compliance Officer

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	4 (13%)	6 (19%)	0 (0%)	4 (13%)	0 (0%)	17 (55%)	31
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	6 (19%)	3 (10%)	0 (0%)	3 (10%)	0 (0%)	19 (61%)	31
Variable port practices: industry	4 (13%)	3 (10%)	0 (0%)	5 (16%)	0 (0%)	19 (61%)	31
Variable port practices: government	6 (19%)	2 (6%)	0 (0%)	3 (10%)	0 (0%)	20 (65%)	31
Paperwork	3 (10%)	3 (10%)	0 (0%)	6 (19%)	0 (0%)	19 (61%)	31
Do not know	6 (19%)	4 (13%)	0 (0%)	2 (6%)	0 (0%)	19 (61%)	31

Exporter

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Variable port practices: industry	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Variable port practices: government	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Paperwork	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Do not know	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

Freight Forwarder

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	11 (26%)	18 (42%)	0 (0%)	1 (2%)	0 (0%)	13 (30%)	43
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	6 (14%)	16 (37%)	1 (2%)	1 (2%)	0 (0%)	19 (44%)	43
Variable port practices: industry	6 (14%)	10 (23%)	0 (0%)	1 (2%)	0 (0%)	26 (60%)	43
Variable port practices: government	3 (7%)	11 (26%)	0 (0%)	1 (2%)	0 (0%)	28 (65%)	43
Paperwork	7 (16%)	7 (16%)	0 (0%)	1 (2%)	0 (0%)	28 (65%)	43
Do not know	10 (23%)	8 (19%)	0 (0%)	0 (0%)	1 (2%)	24 (56%)	43

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 49) Select the mode of transportation most used for the following export declarations (i.e. EEI):

Importer

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	30 (25%)	30 (25%)	0 (0%)	16 (13%)	0 (0%)	43 (36%)	119
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	16 (13%)	21 (18%)	1 (1%)	11 (9%)	0 (0%)	70 (59%)	119
Variable port practices: industry	8 (7%)	23 (19%)	1 (1%)	7 (6%)	0 (0%)	80 (67%)	119
Variable port practices: government	12 (10%)	18 (15%)	0 (0%)	7 (6%)	0 (0%)	82 (69%)	119
Paperwork	23 (19%)	19 (16%)	0 (0%)	11 (9%)	0 (0%)	66 (55%)	119
Do not know	18 (15%)	11 (9%)	1 (1%)	4 (3%)	3 (3%)	82 (69%)	119

Importer/Exporter

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	38 (28%)	35 (26%)	0 (0%)	22 (16%)	0 (0%)	40 (30%)	135
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	24 (18%)	20 (15%)	1 (1%)	9 (7%)	0 (0%)	81 (60%)	135
Variable port practices: industry	25 (19%)	24 (18%)	0 (0%)	5 (4%)	0 (0%)	81 (60%)	135
Variable port practices: government	23 (17%)	22 (16%)	0 (0%)	7 (5%)	0 (0%)	83 (61%)	135
Paperwork	28 (21%)	23 (17%)	0 (0%)	9 (7%)	1 (1%)	74 (55%)	135
Do not know	28 (21%)	13 (10%)	1 (1%)	7 (5%)	1 (1%)	85 (63%)	135

Licensed Customs Broker

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	5 (10%)	16 (33%)	0 (0%)	9 (19%)	0 (0%)	18 (38%)	48
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	7 (15%)	12 (25%)	0 (0%)	6 (13%)	0 (0%)	23 (48%)	48
Variable port practices: industry	3 (6%)	15 (31%)	1 (2%)	3 (6%)	0 (0%)	26 (54%)	48
Variable port practices: government	4 (8%)	12 (25%)	1 (2%)	4 (8%)	0 (0%)	27 (56%)	48
Paperwork	4 (8%)	14 (29%)	0 (0%)	5 (10%)	0 (0%)	25 (52%)	48
Do not know	5 (10%)	7 (15%)	0 (0%)	4 (8%)	0 (0%)	32 (67%)	48

COAC 2013 Trade Efficiency Survey

Cont. 3 -- 49) Select the mode of transportation most used for the following export declarations (i.e. EEI):  
Logistics Officer or Supply Chain Officer

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	10 (29%)	8 (23%)	0 (0%)	5 (14%)	0 (0%)	12 (34%)	35
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	4 (11%)	6 (17%)	0 (0%)	4 (11%)	0 (0%)	21 (60%)	35
Variable port practices: industry	3 (9%)	6 (17%)	0 (0%)	4 (11%)	0 (0%)	22 (63%)	35
Variable port practices: government	5 (14%)	6 (17%)	0 (0%)	4 (11%)	0 (0%)	20 (57%)	35
Paperwork	7 (20%)	4 (11%)	0 (0%)	7 (20%)	0 (0%)	17 (49%)	35
Do not know	10 (29%)	1 (3%)	0 (0%)	2 (6%)	0 (0%)	22 (63%)	35

Other

	Air	Ocean	Rail	Truck	Pipeline	Skipped	Total count
Transport availability (allow user to indicate percent of shipments, average days delay, and allow user to estimate cost of delay)	4 (22%)	6 (33%)	0 (0%)	1 (6%)	0 (0%)	7 (39%)	18
Government review/stop (example: 10% of shipments, average 1 day delay, average cost of \$200)	5 (28%)	3 (17%)	0 (0%)	1 (6%)	0 (0%)	9 (50%)	18
Variable port practices: industry	5 (28%)	3 (17%)	0 (0%)	1 (6%)	0 (0%)	9 (50%)	18
Variable port practices: government	5 (28%)	3 (17%)	0 (0%)	1 (6%)	0 (0%)	9 (50%)	18
Paperwork	5 (28%)	4 (22%)	0 (0%)	1 (6%)	0 (0%)	8 (44%)	18
Do not know	4 (22%)	2 (11%)	0 (0%)	0 (0%)	1 (6%)	11 (61%)	18

## COAC 2013 Trade Efficiency Survey

50) Please rank the importance of the following export concerns for your industry:

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	101 (23%)	44 (10%)	29 (7%)	22 (5%)	22 (5%)	31 (7%)	10 (2%)	12 (3%)	20 (5%)	12 (3%)	132 (30%)	435
USG Hold/Exam visibility via Portal	21 (5%)	55 (13%)	31 (7%)	24 (6%)	36 (8%)	31 (7%)	19 (4%)	23 (5%)	15 (3%)	13 (3%)	167 (38%)	435
Reduce Exams	65 (15%)	50 (11%)	47 (11%)	37 (9%)	23 (5%)	21 (5%)	23 (5%)	14 (3%)	11 (3%)	4 (1%)	140 (32%)	435
Reduce PGA Holds	8 (2%)	14 (3%)	24 (6%)	40 (9%)	25 (6%)	27 (6%)	33 (8%)	16 (4%)	22 (5%)	47 (11%)	179 (41%)	435
Reduce CBP Holds	30 (7%)	36 (8%)	44 (10%)	37 (9%)	43 (10%)	30 (7%)	14 (3%)	22 (5%)	18 (4%)	12 (3%)	149 (34%)	435
Create a Single Window for Exports	30 (7%)	29 (7%)	33 (8%)	34 (8%)	38 (9%)	51 (12%)	28 (6%)	15 (3%)	19 (4%)	6 (1%)	152 (35%)	435
Create a Single Screening List	38 (9%)	31 (7%)	28 (6%)	25 (6%)	29 (7%)	27 (6%)	59 (14%)	29 (7%)	12 (3%)	6 (1%)	151 (35%)	435
Expand Mutual Recognition Countries	20 (5%)	20 (5%)	29 (7%)	29 (7%)	17 (4%)	33 (8%)	30 (7%)	65 (15%)	27 (6%)	14 (3%)	151 (35%)	435
Develop C-TPAT for Exporters Criteria	31 (7%)	33 (8%)	30 (7%)	29 (7%)	24 (6%)	25 (6%)	21 (5%)	24 (6%)	63 (14%)	27 (6%)	128 (29%)	435
Incorporate Exports into CEEs	9 (2%)	8 (2%)	18 (4%)	13 (3%)	19 (4%)	23 (5%)	20 (5%)	29 (7%)	41 (9%)	100 (23%)	155 (36%)	435

## COAC 2013 Trade Efficiency Survey

Cross Tab by Industry - 50) Please rank the importance of the following export concerns for your industry:

**Ag & Prepared Products**

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	4 (12%)	0 (0%)	1 (3%)	1 (3%)	6 (18%)	5 (15%)	0 (0%)	1 (3%)	4 (12%)	0 (0%)	12 (35%)	34
USG Hold/Exam visibility via Portal	4 (12%)	1 (3%)	3 (9%)	3 (9%)	2 (6%)	5 (15%)	2 (6%)	1 (3%)	1 (3%)	2 (6%)	10 (29%)	34
Reduce Exams	4 (12%)	6 (18%)	4 (12%)	6 (18%)	0 (0%)	1 (3%)	1 (3%)	0 (0%)	2 (6%)	0 (0%)	10 (29%)	34
Reduce PGA Holds	2 (6%)	3 (9%)	4 (12%)	1 (3%)	1 (3%)	4 (12%)	0 (0%)	1 (3%)	1 (3%)	3 (9%)	14 (41%)	34
Reduce CBP Holds	6 (18%)	6 (18%)	5 (15%)	1 (3%)	3 (9%)	1 (3%)	0 (0%)	1 (3%)	0 (0%)	2 (6%)	9 (26%)	34
Create a Single Window for Exports	2 (6%)	2 (6%)	4 (12%)	3 (9%)	1 (3%)	3 (9%)	7 (21%)	2 (6%)	0 (0%)	0 (0%)	10 (29%)	34
Create a Single Screening List	2 (6%)	3 (9%)	0 (0%)	1 (3%)	4 (12%)	1 (3%)	6 (18%)	3 (9%)	0 (0%)	0 (0%)	14 (41%)	34
Expand Mutual Recognition Countries	2 (6%)	2 (6%)	2 (6%)	1 (3%)	2 (6%)	1 (3%)	2 (6%)	6 (18%)	3 (9%)	0 (0%)	13 (38%)	34
Develop C-TPAT for Exporters Criteria	1 (3%)	0 (0%)	1 (3%)	4 (12%)	3 (9%)	3 (9%)	1 (3%)	2 (6%)	4 (12%)	4 (12%)	11 (32%)	34
Incorporate Exports into CEEs	0 (0%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	2 (6%)	2 (6%)	4 (12%)	8 (24%)	13 (38%)	34

## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 50) Please rank the importance of the following export concerns for your industry:

## Auto &amp; Aerospace

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	17 (26%)	2 (3%)	5 (8%)	4 (6%)	5 (8%)	1 (2%)	1 (2%)	1 (2%)	3 (5%)	2 (3%)	24 (37%)	65
USG Hold/Exam visibility via Portal	0 (0%)	10 (15%)	1 (2%)	4 (6%)	6 (9%)	10 (15%)	2 (3%)	4 (6%)	3 (5%)	1 (2%)	24 (37%)	65
Reduce Exams	11 (17%)	9 (14%)	3 (5%)	3 (5%)	2 (3%)	2 (3%)	6 (9%)	3 (5%)	2 (3%)	1 (2%)	23 (35%)	65
Reduce PGA Holds	1 (2%)	3 (5%)	1 (2%)	3 (5%)	2 (3%)	2 (3%)	10 (15%)	2 (3%)	5 (8%)	7 (11%)	29 (45%)	65
Reduce CBP Holds	6 (9%)	1 (2%)	8 (12%)	5 (8%)	5 (8%)	6 (9%)	3 (5%)	8 (12%)	1 (2%)	1 (2%)	21 (32%)	65
Create a Single Window for Exports	2 (3%)	8 (12%)	11 (17%)	5 (8%)	4 (6%)	5 (8%)	2 (3%)	4 (6%)	1 (2%)	3 (5%)	20 (31%)	65
Create a Single Screening List	5 (8%)	4 (6%)	3 (5%)	6 (9%)	3 (5%)	7 (11%)	6 (9%)	4 (6%)	2 (3%)	1 (2%)	24 (37%)	65
Expand Mutual Recognition Countries	3 (5%)	2 (3%)	3 (5%)	6 (9%)	6 (9%)	3 (5%)	6 (9%)	5 (8%)	5 (8%)	5 (8%)	21 (32%)	65
Develop C-TPAT for Exporters Criteria	7 (11%)	1 (2%)	7 (11%)	6 (9%)	3 (5%)	3 (5%)	2 (3%)	2 (3%)	8 (12%)	4 (6%)	22 (34%)	65
Incorporate Exports into CEEs	1 (2%)	3 (5%)	2 (3%)	1 (2%)	5 (8%)	5 (8%)	0 (0%)	3 (5%)	7 (11%)	13 (20%)	25 (38%)	65

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 50) Please rank the importance of the following export concerns for your industry:

**Base Metals & Machinery**

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	6 (18%)	3 (9%)	6 (18%)	0 (0%)	1 (3%)	2 (6%)	0 (0%)	1 (3%)	4 (12%)	1 (3%)	9 (27%)	33
USG Hold/Exam visibility via Portal	2 (6%)	5 (15%)	0 (0%)	6 (18%)	3 (9%)	1 (3%)	2 (6%)	0 (0%)	2 (6%)	2 (6%)	10 (30%)	33
Reduce Exams	4 (12%)	2 (6%)	3 (9%)	2 (6%)	2 (6%)	4 (12%)	2 (6%)	3 (9%)	0 (0%)	0 (0%)	11 (33%)	33
Reduce PGA Holds	0 (0%)	1 (3%)	2 (6%)	3 (9%)	2 (6%)	3 (9%)	0 (0%)	2 (6%)	2 (6%)	8 (24%)	10 (30%)	33
Reduce CBP Holds	1 (3%)	2 (6%)	2 (6%)	2 (6%)	6 (18%)	3 (9%)	1 (3%)	1 (3%)	3 (9%)	1 (3%)	11 (33%)	33
Create a Single Window for Exports	6 (18%)	3 (9%)	3 (9%)	2 (6%)	3 (9%)	4 (12%)	1 (3%)	0 (0%)	1 (3%)	0 (0%)	10 (30%)	33
Create a Single Screening List	3 (9%)	4 (12%)	6 (18%)	1 (3%)	2 (6%)	0 (0%)	4 (12%)	3 (9%)	1 (3%)	0 (0%)	9 (27%)	33
Expand Mutual Recognition Countries	3 (9%)	1 (3%)	1 (3%)	3 (9%)	0 (0%)	3 (9%)	5 (15%)	4 (12%)	1 (3%)	1 (3%)	11 (33%)	33
Develop C-TPAT for Exporters Criteria	2 (6%)	5 (15%)	1 (3%)	3 (9%)	1 (3%)	1 (3%)	3 (9%)	2 (6%)	5 (15%)	1 (3%)	9 (27%)	33
Incorporate Exports into CEEs	0 (0%)	0 (0%)	0 (0%)	1 (3%)	2 (6%)	1 (3%)	3 (9%)	5 (15%)	3 (9%)	8 (24%)	10 (30%)	33

## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 50) Please rank the importance of the following export concerns for your industry:

Consumer Products & Mass Merch.

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	13 (20%)	6 (9%)	4 (6%)	6 (9%)	7 (11%)	5 (8%)	2 (3%)	2 (3%)	2 (3%)	3 (5%)	14 (22%)	64
USG Hold/Exam visibility via Portal	3 (5%)	10 (16%)	5 (8%)	4 (6%)	4 (6%)	5 (8%)	3 (5%)	6 (9%)	4 (6%)	0 (0%)	20 (31%)	64
Reduce Exams	12 (19%)	8 (13%)	9 (14%)	7 (11%)	1 (2%)	4 (6%)	2 (3%)	1 (2%)	3 (5%)	1 (2%)	16 (25%)	64
Reduce PGA Holds	3 (5%)	4 (6%)	3 (5%)	4 (6%)	7 (11%)	4 (6%)	2 (3%)	1 (2%)	5 (8%)	5 (8%)	26 (41%)	64
Reduce CBP Holds	3 (5%)	6 (9%)	10 (16%)	4 (6%)	4 (6%)	6 (9%)	4 (6%)	3 (5%)	2 (3%)	3 (5%)	19 (30%)	64
Create a Single Window for Exports	6 (9%)	2 (3%)	4 (6%)	6 (9%)	9 (14%)	7 (11%)	3 (5%)	3 (5%)	2 (3%)	1 (2%)	21 (33%)	64
Create a Single Screening List	5 (8%)	2 (3%)	2 (3%)	3 (5%)	4 (6%)	5 (8%)	12 (19%)	4 (6%)	3 (5%)	2 (3%)	22 (34%)	64
Expand Mutual Recognition Countries	3 (5%)	5 (8%)	5 (8%)	3 (5%)	2 (3%)	5 (8%)	6 (9%)	11 (17%)	5 (8%)	1 (2%)	18 (28%)	64
Develop C-TPAT for Exporters Criteria	5 (8%)	6 (9%)	1 (2%)	3 (5%)	3 (5%)	6 (9%)	5 (8%)	3 (5%)	10 (16%)	5 (8%)	17 (27%)	64
Incorporate Exports into CEEs	0 (0%)	0 (0%)	5 (8%)	2 (3%)	1 (2%)	0 (0%)	2 (3%)	7 (11%)	6 (9%)	20 (31%)	21 (33%)	64



## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 50) Please rank the importance of the following export concerns for your industry:

## Industrial &amp; Manuf. Materials

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	13 (35%)	4 (11%)	1 (3%)	2 (5%)	2 (5%)	1 (3%)	1 (3%)	1 (3%)	3 (8%)	0 (0%)	9 (24%)	37
USG Hold/Exam visibility via Portal	0 (0%)	6 (16%)	3 (8%)	2 (5%)	3 (8%)	3 (8%)	0 (0%)	1 (3%)	0 (0%)	2 (5%)	17 (46%)	37
Reduce Exams	6 (16%)	6 (16%)	7 (19%)	2 (5%)	5 (14%)	0 (0%)	2 (5%)	0 (0%)	1 (3%)	0 (0%)	8 (22%)	37
Reduce PGA Holds	0 (0%)	1 (3%)	2 (5%)	5 (14%)	2 (5%)	3 (8%)	3 (8%)	2 (5%)	0 (0%)	2 (5%)	17 (46%)	37
Reduce CBP Holds	2 (5%)	2 (5%)	2 (5%)	5 (14%)	7 (19%)	2 (5%)	2 (5%)	0 (0%)	1 (3%)	1 (3%)	13 (35%)	37
Create a Single Window for Exports	2 (5%)	2 (5%)	1 (3%)	3 (8%)	4 (11%)	7 (19%)	0 (0%)	0 (0%)	2 (5%)	1 (3%)	15 (41%)	37
Create a Single Screening List	2 (5%)	2 (5%)	2 (5%)	2 (5%)	0 (0%)	2 (5%)	7 (19%)	3 (8%)	0 (0%)	1 (3%)	16 (43%)	37
Expand Mutual Recognition Countries	1 (3%)	0 (0%)	5 (14%)	2 (5%)	2 (5%)	4 (11%)	2 (5%)	7 (19%)	1 (3%)	1 (3%)	12 (32%)	37
Develop C-TPAT for Exporters Criteria	2 (5%)	5 (14%)	3 (8%)	1 (3%)	2 (5%)	2 (5%)	1 (3%)	4 (11%)	8 (22%)	1 (3%)	8 (22%)	37
Incorporate Exports into CEEs	0 (0%)	1 (3%)	2 (5%)	1 (3%)	1 (3%)	2 (5%)	3 (8%)	2 (5%)	3 (8%)	10 (27%)	12 (32%)	37

## COAC 2013 Trade Efficiency Survey

Cont. 5 -- 50) Please rank the importance of the following export concerns for your industry:

## IT &amp; Consumer Electronics

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	10 (23%)	8 (19%)	3 (7%)	2 (5%)	1 (2%)	1 (2%)	1 (2%)	3 (7%)	0 (0%)	0 (0%)	14 (33%)	43
USG Hold/Exam visibility via Portal	2 (5%)	5 (12%)	6 (14%)	1 (2%)	3 (7%)	2 (5%)	1 (2%)	2 (5%)	2 (5%)	1 (2%)	18 (42%)	43
Reduce Exams	5 (12%)	4 (9%)	2 (5%)	4 (9%)	4 (9%)	3 (7%)	3 (7%)	1 (2%)	0 (0%)	1 (2%)	16 (37%)	43
Reduce PGA Holds	0 (0%)	0 (0%)	3 (7%)	7 (16%)	2 (5%)	3 (7%)	4 (9%)	1 (2%)	2 (5%)	3 (7%)	18 (42%)	43
Reduce CBP Holds	2 (5%)	3 (7%)	2 (5%)	3 (7%)	5 (12%)	3 (7%)	1 (2%)	2 (5%)	5 (12%)	1 (2%)	16 (37%)	43
Create a Single Window for Exports	2 (5%)	2 (5%)	3 (7%)	3 (7%)	3 (7%)	6 (14%)	4 (9%)	2 (5%)	3 (7%)	0 (0%)	15 (35%)	43
Create a Single Screening List	7 (16%)	3 (7%)	5 (12%)	2 (5%)	2 (5%)	2 (5%)	7 (16%)	1 (2%)	0 (0%)	0 (0%)	14 (33%)	43
Expand Mutual Recognition Countries	0 (0%)	2 (5%)	1 (2%)	5 (12%)	2 (5%)	5 (12%)	2 (5%)	7 (16%)	2 (5%)	2 (5%)	15 (35%)	43
Develop C-TPAT for Exporters Criteria	2 (5%)	2 (5%)	5 (12%)	2 (5%)	2 (5%)	3 (7%)	2 (5%)	4 (9%)	6 (14%)	3 (7%)	12 (28%)	43
Incorporate Exports into CEEs	4 (9%)	0 (0%)	1 (2%)	2 (5%)	1 (2%)	0 (0%)	1 (2%)	2 (5%)	5 (12%)	8 (19%)	19 (44%)	43

## COAC 2013 Trade Efficiency Survey

Cont. 6 -- 50) Please rank the importance of the following export concerns for your industry:

**Petroleum, Natural Gas & Minerals**

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	3 (38%)	2 (25%)	0 (0%)	0 (0%)	0 (0%)	3 (38%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8
USG Hold/Exam visibility via Portal	0 (0%)	0 (0%)	0 (0%)	1 (13%)	2 (25%)	0 (0%)	1 (13%)	0 (0%)	0 (0%)	3 (38%)	1 (13%)	8
Reduce Exams	2 (25%)	2 (25%)	1 (13%)	1 (13%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (13%)	0 (0%)	1 (13%)	8
Reduce PGA Holds	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (13%)	1 (13%)	1 (13%)	3 (38%)	2 (25%)	8
Reduce CBP Holds	0 (0%)	1 (13%)	1 (13%)	1 (13%)	0 (0%)	0 (0%)	2 (25%)	0 (0%)	2 (25%)	0 (0%)	1 (13%)	8
Create a Single Window for Exports	0 (0%)	1 (13%)	0 (0%)	2 (25%)	0 (0%)	0 (0%)	1 (13%)	1 (13%)	0 (0%)	0 (0%)	3 (38%)	8
Create a Single Screening List	1 (13%)	0 (0%)	1 (13%)	0 (0%)	2 (25%)	1 (13%)	0 (0%)	1 (13%)	1 (13%)	0 (0%)	1 (13%)	8
Expand Mutual Recognition Countries	0 (0%)	0 (0%)	2 (25%)	2 (25%)	0 (0%)	0 (0%)	0 (0%)	2 (25%)	0 (0%)	0 (0%)	2 (25%)	8
Develop C-TPAT for Exporters Criteria	0 (0%)	1 (13%)	2 (25%)	0 (0%)	2 (25%)	1 (13%)	0 (0%)	1 (13%)	0 (0%)	0 (0%)	1 (13%)	8
Incorporate Exports into CEEs	0 (0%)	1 (13%)	1 (13%)	0 (0%)	1 (13%)	1 (13%)	1 (13%)	0 (0%)	1 (13%)	1 (13%)	1 (13%)	8

## COAC 2013 Trade Efficiency Survey

Cont. 7 -- 50) Please rank the importance of the following export concerns for your industry:

## Pharma, Health &amp; Chemicals

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	10 (37%)	7 (26%)	2 (7%)	1 (4%)	0 (0%)	1 (4%)	2 (7%)	0 (0%)	0 (0%)	1 (4%)	3 (11%)	27
USG Hold/Exam visibility via Portal	1 (4%)	5 (19%)	2 (7%)	0 (0%)	2 (7%)	2 (7%)	2 (7%)	1 (4%)	1 (4%)	0 (0%)	11 (41%)	27
Reduce Exams	1 (4%)	1 (4%)	5 (19%)	4 (15%)	1 (4%)	2 (7%)	1 (4%)	3 (11%)	2 (7%)	0 (0%)	7 (26%)	27
Reduce PGA Holds	2 (7%)	0 (0%)	1 (4%)	6 (22%)	2 (7%)	2 (7%)	3 (11%)	0 (0%)	0 (0%)	5 (19%)	6 (22%)	27
Reduce CBP Holds	4 (15%)	2 (7%)	0 (0%)	3 (11%)	3 (11%)	3 (11%)	0 (0%)	2 (7%)	1 (4%)	1 (4%)	8 (30%)	27
Create a Single Window for Exports	2 (7%)	2 (7%)	1 (4%)	1 (4%)	4 (15%)	3 (11%)	3 (11%)	1 (4%)	3 (11%)	0 (0%)	7 (26%)	27
Create a Single Screening List	1 (4%)	3 (11%)	2 (7%)	2 (7%)	5 (19%)	2 (7%)	3 (11%)	3 (11%)	1 (4%)	0 (0%)	5 (19%)	27
Expand Mutual Recognition Countries	1 (4%)	0 (0%)	4 (15%)	2 (7%)	0 (0%)	2 (7%)	3 (11%)	3 (11%)	4 (15%)	2 (7%)	6 (22%)	27
Develop C-TPAT for Exporters Criteria	2 (7%)	1 (4%)	4 (15%)	3 (11%)	2 (7%)	1 (4%)	1 (4%)	3 (11%)	3 (11%)	3 (11%)	4 (15%)	27
Incorporate Exports into CEEs	1 (4%)	1 (4%)	2 (7%)	0 (0%)	1 (4%)	2 (7%)	2 (7%)	2 (7%)	4 (15%)	5 (19%)	7 (26%)	27

## COAC 2013 Trade Efficiency Survey

Cont. 8 -- 50) Please rank the importance of the following export concerns for your industry:

## Textiles, Wearing Apparel &amp; Footwear

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	10 (22%)	6 (13%)	3 (7%)	2 (4%)	0 (0%)	2 (4%)	0 (0%)	1 (2%)	2 (4%)	1 (2%)	18 (40%)	45
USG Hold/Exam visibility via Portal	1 (2%)	3 (7%)	4 (9%)	1 (2%)	6 (13%)	0 (0%)	1 (2%)	5 (11%)	0 (0%)	0 (0%)	24 (53%)	45
Reduce Exams	9 (20%)	3 (7%)	6 (13%)	3 (7%)	2 (4%)	1 (2%)	2 (4%)	0 (0%)	0 (0%)	0 (0%)	19 (42%)	45
Reduce PGA Holds	0 (0%)	1 (2%)	5 (11%)	3 (7%)	2 (4%)	3 (7%)	4 (9%)	1 (2%)	0 (0%)	4 (9%)	22 (49%)	45
Reduce CBP Holds	1 (2%)	5 (11%)	5 (11%)	3 (7%)	2 (4%)	2 (4%)	1 (2%)	0 (0%)	0 (0%)	1 (2%)	25 (56%)	45
Create a Single Window for Exports	4 (9%)	2 (4%)	0 (0%)	6 (13%)	1 (2%)	5 (11%)	0 (0%)	0 (0%)	3 (7%)	0 (0%)	24 (53%)	45
Create a Single Screening List	4 (9%)	4 (9%)	2 (4%)	3 (7%)	4 (9%)	2 (4%)	3 (7%)	3 (7%)	1 (2%)	1 (2%)	18 (40%)	45
Expand Mutual Recognition Countries	4 (9%)	1 (2%)	2 (4%)	1 (2%)	1 (2%)	3 (7%)	1 (2%)	7 (16%)	3 (7%)	1 (2%)	21 (47%)	45
Develop C-TPAT for Exporters Criteria	2 (4%)	5 (11%)	1 (2%)	1 (2%)	1 (2%)	5 (11%)	4 (9%)	2 (4%)	5 (11%)	1 (2%)	18 (40%)	45
Incorporate Exports into CEEs	2 (4%)	0 (0%)	0 (0%)	1 (2%)	3 (7%)	5 (11%)	4 (9%)	1 (2%)	4 (9%)	8 (18%)	17 (38%)	45

## COAC 2013 Trade Efficiency Survey

Cont. 9 -- 50) Please rank the importance of the following export concerns for your industry:

All

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	6 (24%)	3 (12%)	0 (0%)	2 (8%)	0 (0%)	3 (12%)	2 (8%)	0 (0%)	0 (0%)	1 (4%)	8 (32%)	25
USG Hold/Exam visibility via Portal	4 (16%)	4 (16%)	2 (8%)	1 (4%)	2 (8%)	2 (8%)	1 (4%)	1 (4%)	1 (4%)	0 (0%)	7 (28%)	25
Reduce Exams	2 (8%)	4 (16%)	3 (12%)	1 (4%)	2 (8%)	2 (8%)	2 (8%)	0 (0%)	0 (0%)	0 (0%)	9 (36%)	25
Reduce PGA Holds	0 (0%)	0 (0%)	2 (8%)	4 (16%)	2 (8%)	1 (4%)	1 (4%)	3 (12%)	1 (4%)	2 (8%)	9 (36%)	25
Reduce CBP Holds	1 (4%)	2 (8%)	3 (12%)	3 (12%)	6 (24%)	3 (12%)	0 (0%)	1 (4%)	1 (4%)	0 (0%)	5 (20%)	25
Create a Single Window for Exports	1 (4%)	2 (8%)	1 (4%)	3 (12%)	2 (8%)	4 (16%)	2 (8%)	2 (8%)	2 (8%)	1 (4%)	5 (20%)	25
Create a Single Screening List	3 (12%)	2 (8%)	4 (16%)	1 (4%)	2 (8%)	2 (8%)	5 (20%)	1 (4%)	1 (4%)	0 (0%)	4 (16%)	25
Expand Mutual Recognition Countries	0 (0%)	3 (12%)	1 (4%)	1 (4%)	2 (8%)	3 (12%)	0 (0%)	7 (28%)	0 (0%)	0 (0%)	8 (32%)	25
Develop C-TPAT for Exporters Criteria	3 (12%)	1 (4%)	2 (8%)	2 (8%)	1 (4%)	0 (0%)	2 (8%)	0 (0%)	7 (28%)	4 (16%)	3 (12%)	25
Incorporate Exports into CEEs	0 (0%)	0 (0%)	3 (12%)	2 (8%)	0 (0%)	1 (4%)	1 (4%)	2 (8%)	2 (8%)	7 (28%)	7 (28%)	25

## COAC 2013 Trade Efficiency Survey

Cont. 10 -- 50) Please rank the importance of the following export concerns for your industry:

## Other

	10 - Very important	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	9 (17%)	3 (6%)	4 (7%)	2 (4%)	0 (0%)	7 (13%)	1 (2%)	2 (4%)	2 (4%)	3 (6%)	21 (39%)	54
USG Hold/Exam visibility via Portal	4 (7%)	6 (11%)	5 (9%)	1 (2%)	3 (6%)	1 (2%)	4 (7%)	2 (4%)	1 (2%)	2 (4%)	25 (46%)	54
Reduce Exams	9 (17%)	5 (9%)	4 (7%)	4 (7%)	4 (7%)	2 (4%)	2 (4%)	3 (6%)	0 (0%)	1 (2%)	20 (37%)	54
Reduce PGA Holds	0 (0%)	1 (2%)	1 (2%)	4 (7%)	3 (6%)	2 (4%)	5 (9%)	2 (4%)	5 (9%)	5 (9%)	26 (48%)	54
Reduce CBP Holds	4 (7%)	6 (11%)	6 (11%)	7 (13%)	2 (4%)	1 (2%)	0 (0%)	4 (7%)	2 (4%)	1 (2%)	21 (39%)	54
Create a Single Window for Exports	3 (6%)	3 (6%)	5 (9%)	0 (0%)	7 (13%)	7 (13%)	5 (9%)	0 (0%)	2 (4%)	0 (0%)	22 (41%)	54
Create a Single Screening List	5 (9%)	4 (7%)	1 (2%)	4 (7%)	1 (2%)	3 (6%)	6 (11%)	3 (6%)	2 (4%)	1 (2%)	24 (44%)	54
Expand Mutual Recognition Countries	3 (6%)	4 (7%)	3 (6%)	3 (6%)	0 (0%)	4 (7%)	3 (6%)	6 (11%)	3 (6%)	1 (2%)	24 (44%)	54
Develop C-TPAT for Exporters Criteria	5 (9%)	6 (11%)	3 (6%)	4 (7%)	4 (7%)	0 (0%)	0 (0%)	1 (2%)	7 (13%)	1 (2%)	23 (43%)	54
Incorporate Exports into CEEs	1 (2%)	1 (2%)	1 (2%)	2 (4%)	3 (6%)	5 (9%)	1 (2%)	3 (6%)	2 (4%)	12 (22%)	23 (43%)	54

## COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 50) Please rank the importance of the following export concerns for your industry:

Accounting or Financial Officer

	10 - Very importa nt	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	2
USG Hold/Exam visibility via Portal	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Reduce Exams	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Reduce PGA Holds	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Reduce CBP Holds	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Create a Single Window for Exports	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Create a Single Screening List	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Expand Mutual Recognition Countries	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Develop C-TPAT for Exporters Criteria	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Incorporate Exports into CEEs	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2



## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 50) Please rank the importance of the following export concerns for your industry:

Consultant

	10 - Very importa nt	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
USG Hold/Exam visibility via Portal	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Reduce Exams	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Reduce PGA Holds	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Reduce CBP Holds	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Create a Single Window for Exports	1 (50%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Create a Single Screening List	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Expand Mutual Recognition Countries	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Develop C-TPAT for Exporters Criteria	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	2
Incorporate Exports into CEEs	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 50) Please rank the importance of the following export concerns for your industry:

## Customs Attorney

	10 - Very importa nt	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
USG Hold/Exam visibility via Portal	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Reduce Exams	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Reduce PGA Holds	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Reduce CBP Holds	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Create a Single Window for Exports	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Create a Single Screening List	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Expand Mutual Recognition Countries	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Develop C-TPAT for Exporters Criteria	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Incorporate Exports into CEEs	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 50) Please rank the importance of the following export concerns for your industry:

## Customs Compliance Officer

	10 - Very import ant	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	10 (32%)	4 (13%)	0 (0%)	1 (3%)	1 (3%)	2 (6%)	1 (3%)	1 (3%)	1 (3%)	0 (0%)	10 (32%)	31
USG Hold/Exam visibility via Portal	0 (0%)	7 (23%)	1 (3%)	0 (0%)	0 (0%)	3 (10%)	2 (6%)	1 (3%)	1 (3%)	1 (3%)	15 (48%)	31
Reduce Exams	3 (10%)	2 (6%)	3 (10%)	1 (3%)	3 (10%)	0 (0%)	3 (10%)	1 (3%)	1 (3%)	0 (0%)	14 (45%)	31
Reduce PGA Holds	0 (0%)	0 (0%)	1 (3%)	1 (3%)	1 (3%)	2 (6%)	4 (13%)	2 (6%)	2 (6%)	4 (13%)	14 (45%)	31
Reduce CBP Holds	2 (6%)	0 (0%)	3 (10%)	4 (13%)	2 (6%)	2 (6%)	1 (3%)	3 (10%)	1 (3%)	2 (6%)	11 (35%)	31
Create a Single Window for Exports	1 (3%)	1 (3%)	3 (10%)	5 (16%)	0 (0%)	5 (16%)	1 (3%)	0 (0%)	1 (3%)	0 (0%)	14 (45%)	31
Create a Single Screening List	4 (13%)	2 (6%)	1 (3%)	2 (6%)	5 (16%)	0 (0%)	2 (6%)	1 (3%)	0 (0%)	0 (0%)	14 (45%)	31
Expand Mutual Recognition Countries	1 (3%)	4 (13%)	2 (6%)	2 (6%)	1 (3%)	2 (6%)	1 (3%)	3 (10%)	2 (6%)	0 (0%)	13 (42%)	31
Develop C-TPAT for Exporters Criteria	3 (10%)	0 (0%)	4 (13%)	1 (3%)	0 (0%)	0 (0%)	1 (3%)	3 (10%)	4 (13%)	2 (6%)	13 (42%)	31
Incorporate Exports into CEEs	0 (0%)	1 (3%)	1 (3%)	0 (0%)	3 (10%)	1 (3%)	1 (3%)	0 (0%)	3 (10%)	6 (19%)	15 (48%)	31

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 50) Please rank the importance of the following export concerns for your industry:

Exporter

	10 - Very importa nt	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
USG Hold/Exam visibility via Portal	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Reduce Exams	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Reduce PGA Holds	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Reduce CBP Holds	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Create a Single Window for Exports	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Create a Single Screening List	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Expand Mutual Recognition Countries	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Develop C-TPAT for Exporters Criteria	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Incorporate Exports into CEEs	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

## COAC 2013 Trade Efficiency Survey

Cont. 5 -- 50) Please rank the importance of the following export concerns for your industry:

## Freight Forwarder

	10 - Very importa nt	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	7 (16%)	2 (5%)	3 (7%)	4 (9%)	2 (5%)	3 (7%)	2 (5%)	1 (2%)	2 (5%)	1 (2%)	16 (37%)	43
USG Hold/Exam visibility via Portal	3 (7%)	8 (19%)	4 (9%)	2 (5%)	4 (9%)	1 (2%)	1 (2%)	2 (5%)	1 (2%)	0 (0%)	17 (40%)	43
Reduce Exams	17 (40%)	5 (12%)	2 (5%)	2 (5%)	1 (2%)	1 (2%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	14 (33%)	43
Reduce PGA Holds	0 (0%)	3 (7%)	4 (9%)	5 (12%)	3 (7%)	1 (2%)	0 (0%)	2 (5%)	0 (0%)	3 (7%)	22 (51%)	43
Reduce CBP Holds	3 (7%)	4 (9%)	6 (14%)	3 (7%)	5 (12%)	5 (12%)	1 (2%)	0 (0%)	0 (0%)	1 (2%)	15 (35%)	43
Create a Single Window for Exports	3 (7%)	2 (5%)	1 (2%)	4 (9%)	5 (12%)	7 (16%)	3 (7%)	1 (2%)	3 (7%)	0 (0%)	14 (33%)	43
Create a Single Screening List	0 (0%)	2 (5%)	2 (5%)	3 (7%)	1 (2%)	2 (5%)	10 (23%)	4 (9%)	2 (5%)	3 (7%)	14 (33%)	43
Expand Mutual Recognition Countries	0 (0%)	3 (7%)	1 (2%)	2 (5%)	2 (5%)	2 (5%)	2 (5%)	8 (19%)	6 (14%)	2 (5%)	15 (35%)	43
Develop C-TPAT for Exporters Criteria	2 (5%)	4 (9%)	3 (7%)	2 (5%)	1 (2%)	5 (12%)	3 (7%)	3 (7%)	5 (12%)	4 (9%)	11 (26%)	43
Incorporate Exports into CEEs	1 (2%)	0 (0%)	2 (5%)	0 (0%)	0 (0%)	4 (9%)	2 (5%)	2 (5%)	5 (12%)	11 (26%)	16 (37%)	43

## COAC 2013 Trade Efficiency Survey

Cont. 6 -- 50) Please rank the importance of the following export concerns for your industry:

Importer

	10 - Very importa nt	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	22 (18%)	14 (12%)	6 (5%)	6 (5%)	9 (8%)	12 (10%)	5 (4%)	2 (2%)	2 (2%)	6 (5%)	35 (29%)	119
USG Hold/Exam visibility via Portal	9 (8%)	14 (12%)	10 (8%)	7 (6%)	10 (8%)	6 (5%)	6 (5%)	6 (5%)	5 (4%)	3 (3%)	43 (36%)	119
Reduce Exams	20 (17%)	15 (13%)	17 (14%)	15 (13%)	6 (5%)	6 (5%)	2 (2%)	5 (4%)	3 (3%)	0 (0%)	30 (25%)	119
Reduce PGA Holds	3 (3%)	7 (6%)	9 (8%)	6 (5%)	7 (6%)	10 (8%)	10 (8%)	1 (1%)	5 (4%)	16 (13%)	45 (38%)	119
Reduce CBP Holds	7 (6%)	14 (12%)	18 (15%)	14 (12%)	9 (8%)	6 (5%)	4 (3%)	4 (3%)	7 (6%)	1 (1%)	35 (29%)	119
Create a Single Window for Exports	9 (8%)	11 (9%)	6 (5%)	9 (8%)	12 (10%)	16 (13%)	4 (3%)	5 (4%)	6 (5%)	2 (2%)	39 (33%)	119
Create a Single Screening List	11 (9%)	5 (4%)	7 (6%)	7 (6%)	10 (8%)	8 (7%)	20 (17%)	9 (8%)	5 (4%)	1 (1%)	36 (30%)	119
Expand Mutual Recognition Countries	6 (5%)	3 (3%)	9 (8%)	7 (6%)	4 (3%)	9 (8%)	11 (9%)	24 (20%)	4 (3%)	5 (4%)	37 (31%)	119
Develop C-TPAT for Exporters Criteria	3 (3%)	6 (5%)	5 (4%)	8 (7%)	7 (6%)	8 (7%)	8 (7%)	8 (7%)	22 (18%)	7 (6%)	37 (31%)	119
Incorporate Exports into CEEs	2 (2%)	2 (2%)	7 (6%)	3 (3%)	3 (3%)	5 (4%)	6 (5%)	13 (11%)	16 (13%)	27 (23%)	35 (29%)	119

## COAC 2013 Trade Efficiency Survey

Cont. 7 -- 50) Please rank the importance of the following export concerns for your industry:

Importer/Exporter

	10 - Very importa nt	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	36 (27%)	16 (12%)	12 (9%)	5 (4%)	5 (4%)	6 (4%)	0 (0%)	4 (3%)	11 (8%)	3 (2%)	37 (27%)	135
USG Hold/Exam visibility via Portal	3 (2%)	15 (11%)	8 (6%)	8 (6%)	10 (7%)	10 (7%)	6 (4%)	9 (7%)	4 (3%)	7 (5%)	55 (41%)	135
Reduce Exams	14 (10%)	21 (16%)	11 (8%)	12 (9%)	7 (5%)	8 (6%)	8 (6%)	5 (4%)	3 (2%)	1 (1%)	45 (33%)	135
Reduce PGA Holds	1 (1%)	1 (1%)	6 (4%)	17 (13%)	6 (4%)	10 (7%)	14 (10%)	7 (5%)	6 (4%)	13 (10%)	54 (40%)	135
Reduce CBP Holds	11 (8%)	8 (6%)	8 (6%)	8 (6%)	14 (10%)	10 (7%)	6 (4%)	7 (5%)	6 (4%)	4 (3%)	53 (39%)	135
Create a Single Window for Exports	11 (8%)	7 (5%)	14 (10%)	9 (7%)	12 (9%)	14 (10%)	9 (7%)	2 (1%)	4 (3%)	3 (2%)	50 (37%)	135
Create a Single Screening List	13 (10%)	12 (9%)	10 (7%)	6 (4%)	8 (6%)	10 (7%)	12 (9%)	8 (6%)	3 (2%)	2 (1%)	51 (38%)	135
Expand Mutual Recognition Countries	6 (4%)	5 (4%)	11 (8%)	12 (9%)	4 (3%)	9 (7%)	10 (7%)	16 (12%)	11 (8%)	4 (3%)	47 (35%)	135
Develop C-TPAT for Exporters Criteria	16 (12%)	11 (8%)	11 (8%)	9 (7%)	12 (9%)	5 (4%)	5 (4%)	6 (4%)	12 (9%)	10 (7%)	38 (28%)	135
Incorporate Exports into CEEs	5 (4%)	3 (2%)	5 (4%)	3 (2%)	10 (7%)	8 (6%)	6 (4%)	7 (5%)	12 (9%)	27 (20%)	49 (36%)	135

## COAC 2013 Trade Efficiency Survey

Cont. 8 -- 50) Please rank the importance of the following export concerns for your industry:

## Licensed Customs Broker

	10 - Very importa nt	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	15 (31%)	5 (10%)	4 (8%)	4 (8%)	0 (0%)	5 (10%)	1 (2%)	2 (4%)	1 (2%)	0 (0%)	11 (23%)	48
USG Hold/Exam visibility via Portal	2 (4%)	7 (15%)	6 (13%)	3 (6%)	7 (15%)	4 (8%)	2 (4%)	3 (6%)	3 (6%)	1 (2%)	10 (21%)	48
Reduce Exams	5 (10%)	2 (4%)	5 (10%)	2 (4%)	4 (8%)	3 (6%)	4 (8%)	1 (2%)	3 (6%)	2 (4%)	17 (35%)	48
Reduce PGA Holds	2 (4%)	1 (2%)	4 (8%)	7 (15%)	2 (4%)	3 (6%)	2 (4%)	3 (6%)	2 (4%)	6 (13%)	16 (33%)	48
Reduce CBP Holds	1 (2%)	4 (8%)	4 (8%)	4 (8%)	9 (19%)	5 (10%)	2 (4%)	4 (8%)	2 (4%)	2 (4%)	11 (23%)	48
Create a Single Window for Exports	4 (8%)	4 (8%)	7 (15%)	3 (6%)	4 (8%)	2 (4%)	6 (13%)	4 (8%)	1 (2%)	1 (2%)	12 (25%)	48
Create a Single Screening List	5 (10%)	8 (17%)	4 (8%)	3 (6%)	2 (4%)	3 (6%)	7 (15%)	2 (4%)	1 (2%)	0 (0%)	13 (27%)	48
Expand Mutual Recognition Countries	0 (0%)	1 (2%)	0 (0%)	2 (4%)	4 (8%)	9 (19%)	3 (6%)	8 (17%)	1 (2%)	2 (4%)	18 (38%)	48
Develop C-TPAT for Exporters Criteria	3 (6%)	3 (6%)	2 (4%)	5 (10%)	3 (6%)	3 (6%)	3 (6%)	2 (4%)	14 (29%)	2 (4%)	8 (17%)	48
Incorporate Exports into CEEs	1 (2%)	0 (0%)	2 (4%)	4 (8%)	1 (2%)	2 (4%)	2 (4%)	4 (8%)	3 (6%)	14 (29%)	15 (31%)	48



## COAC 2013 Trade Efficiency Survey

Cont. 9 -- 50) Please rank the importance of the following export concerns for your industry:

Logistics Officer or Supply Chain Officer

	10 - Very importa nt	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	9 (26%)	1 (3%)	3 (9%)	1 (3%)	3 (9%)	2 (6%)	0 (0%)	0 (0%)	1 (3%)	0 (0%)	15 (43%)	35
USG Hold/Exam visibility via Portal	1 (3%)	4 (11%)	2 (6%)	4 (11%)	4 (11%)	3 (9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	17 (49%)	35
Reduce Exams	5 (14%)	3 (9%)	8 (23%)	2 (6%)	2 (6%)	2 (6%)	0 (0%)	0 (0%)	0 (0%)	1 (3%)	12 (34%)	35
Reduce PGA Holds	2 (6%)	0 (0%)	0 (0%)	4 (11%)	3 (9%)	0 (0%)	1 (3%)	0 (0%)	3 (9%)	3 (9%)	19 (54%)	35
Reduce CBP Holds	1 (3%)	6 (17%)	2 (6%)	2 (6%)	4 (11%)	1 (3%)	0 (0%)	1 (3%)	0 (0%)	2 (6%)	16 (46%)	35
Create a Single Window for Exports	0 (0%)	0 (0%)	0 (0%)	2 (6%)	2 (6%)	6 (17%)	3 (9%)	2 (6%)	4 (11%)	0 (0%)	16 (46%)	35
Create a Single Screening List	2 (6%)	1 (3%)	1 (3%)	2 (6%)	1 (3%)	2 (6%)	8 (23%)	4 (11%)	0 (0%)	0 (0%)	14 (40%)	35
Expand Mutual Recognition Countries	5 (14%)	0 (0%)	2 (6%)	1 (3%)	1 (3%)	0 (0%)	3 (9%)	5 (14%)	3 (9%)	1 (3%)	14 (40%)	35
Develop C-TPAT for Exporters Criteria	1 (3%)	7 (20%)	3 (9%)	3 (9%)	0 (0%)	2 (6%)	0 (0%)	2 (6%)	5 (14%)	1 (3%)	11 (31%)	35
Incorporate Exports into CEEs	0 (0%)	0 (0%)	1 (3%)	0 (0%)	0 (0%)	1 (3%)	2 (6%)	3 (9%)	1 (3%)	10 (29%)	17 (49%)	35

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Cont. 10 -- 50) Please rank the importance of the following export concerns for your industry:

Other

	10 - Very importa nt	9	8	7	6	5- Do not feel strongly either way	4	3	2	1 - Not at all important	Skipped	Total count
Data Visibility via Portal	2 (11%)	1 (6%)	1 (6%)	0 (0%)	2 (11%)	1 (6%)	1 (6%)	0 (0%)	1 (6%)	2 (11%)	7 (39%)	18
USG Hold/Exam visibility via Portal	2 (11%)	0 (0%)	0 (0%)	0 (0%)	1 (6%)	3 (17%)	1 (6%)	1 (6%)	1 (6%)	1 (6%)	8 (44%)	18
Reduce Exams	1 (6%)	2 (11%)	0 (0%)	2 (11%)	0 (0%)	0 (0%)	3 (17%)	2 (11%)	1 (6%)	0 (0%)	7 (39%)	18
Reduce PGA Holds	0 (0%)	2 (11%)	0 (0%)	0 (0%)	0 (0%)	1 (6%)	2 (11%)	1 (6%)	4 (22%)	2 (11%)	6 (33%)	18
Reduce CBP Holds	4 (22%)	0 (0%)	3 (17%)	0 (0%)	0 (0%)	1 (6%)	0 (0%)	3 (17%)	1 (6%)	0 (0%)	6 (33%)	18
Create a Single Window for Exports	0 (0%)	4 (22%)	1 (6%)	2 (11%)	2 (11%)	0 (0%)	1 (6%)	1 (6%)	0 (0%)	0 (0%)	7 (39%)	18
Create a Single Screening List	3 (17%)	0 (0%)	1 (6%)	1 (6%)	2 (11%)	2 (11%)	0 (0%)	1 (6%)	1 (6%)	0 (0%)	7 (39%)	18
Expand Mutual Recognition Countries	2 (11%)	3 (17%)	3 (17%)	3 (17%)	1 (6%)	2 (11%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (22%)	18
Develop C-TPAT for Exporters Criteria	2 (11%)	1 (6%)	2 (11%)	1 (6%)	1 (6%)	1 (6%)	1 (6%)	0 (0%)	0 (0%)	1 (6%)	8 (44%)	18
Incorporate Exports into CEEs	0 (0%)	2 (11%)	0 (0%)	3 (17%)	2 (11%)	1 (6%)	1 (6%)	0 (0%)	1 (6%)	3 (17%)	5 (28%)	18

## Costs and Holds

### Overview

The 2013 survey included a variety of questions that sought to determine the impact of shipment delays at the ports of entry on the Trade community: how often delays were experienced and the cost of those delays. Of the respondents, 65% had experienced a delay of their shipments. The percentage of shipments held for exam was relatively low with 55% of the respondents reporting that less than 0.50% of their shipments were stopped for exams. By industry, Pharmaceuticals, Health & Chemicals reported delays on shipment release (83%), followed by Textiles (71%), Agriculture (70%), and Consumer Products (69%).

### Delays

The majority of respondents (75%) received information about delays from their brokers, illustrating the importance of the relationship between the broker and the importer/exporter as a critical source of information. In total, only 3% of respondents reported contacting the CEEs when they experience a delay. The Pharmaceuticals, Health and Chemicals industry took most frequent advantage of a CEE, which is understandable since the Pharmaceuticals, Health and Chemicals CEE was one of the first to launch.

The most common delays included a range of three categories, including: holds, documents required, and exams. For all these categories, the Trade indicated these delays impacted 1-20% of entries. While COAC recognizes that holds can be a result of either CBP or PGA activities and determining cause is via a partnership with the broker, the data revealed difficulty in importers/exporters identifying the cause of holds. Regarding delays, questions 15 and 16 provides insight into CBP/PGA freight dwell time associated with docs required messages and holds. The results are shown in the table below:

Dwell Time	Hold	Docs req
<=4 hours	8%	17%
<= 1 day	10%	11%
1-4 days	62%	47%
> 5 days	10%	2%
N/A	2%	10%
Do not know	7%	11%

There is a significantly longer delay resulting from PGA or CBP holds, with 10% of respondents reporting delays over 5 days. The cost of a single day delay was significant for many importers, especially those small to medium size importers, with 31% reporting costs of over \$1000. The upper limit of the cost of a single day of delay has not been identified.

**Costs and Holds Overview, continued**Exams

A majority of respondents, or 77%, experienced exams; however, the percentages of entries held for exam are minimal. For example, exams in 2012 impacted less than .25% of entries. Additionally, when exams did occur, the impacts were substantial. Exams have an average cost of upwards of \$1,800 and average a range of delay of 1-4 days. An interesting observation can be made when contrasting the results of the 2012 survey with the results of the 2013 survey. Some of the results to questions 21, 22 and 23 are summarized in the table below.

Question >	Was your cargo stopped for exam?	How many times was your cargo stopped for exam?	What % of cargo was held for exam?
Response>	YES	Less than 20	Less than 1%
2012	82%	65%	56%
2013	72%	70%	62%

There is an indication that the number of exams may be decreasing slightly; however, any conclusion is preliminary.<sup>19</sup>

Impacts

A variety of direct and indirect impacts to delays were reported, including supply shortages/failure to fulfill orders, port storage expenses and administrative costs. Additionally, the survey proposed solutions to occurrences of delays, including earlier messaging through CBP's Cargo Release/Simplified Entry, more descriptive messaging and better communication with CBP/PGAs/Brokers. Increased transparency and clarity in the reporting would benefit importers.

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<sup>19</sup> The 2012 and 2013 COAC Trade Efficiency surveys are only representative of the individual survey respondents and do not statistically represent of the underlying trade population. As such, comparisons between these two surveys may not lead to valid conclusions.

**12) Has your company had a delay on the release of your shipments<sup>20</sup>?**

Option	Total Count
Yes	500 (65%)
No	230 (30%)
Do not know	45 (6%)
Skipped	0 (0%)
<b>Grand Total</b>	<b>775 (100%)</b>

**Cross Tab by Industry - 12) Has your company had a delay on the release of your shipments<sup>21</sup>?**

	Yes	No	Do not know	Skipped	Total count
Ag & Prepared Products	46 (70%)	17 (26%)	3 (5%)	0 (0%)	66
Auto & Aerospace	61 (59%)	35 (34%)	7 (7%)	0 (0%)	103
Base Metals & Machinery	42 (65%)	18 (28%)	5 (8%)	0 (0%)	65
Consumer Products & Mass Merch.	81 (69%)	32 (27%)	5 (4%)	0 (0%)	118
Industrial & Manuf. Materials	29 (55%)	21 (40%)	3 (6%)	0 (0%)	53
IT & Consumer Electronics	34 (59%)	19 (33%)	5 (9%)	0 (0%)	58
Petroleum, Natural Gas & Minerals	4 (44%)	3 (33%)	2 (22%)	0 (0%)	9
Pharma, Health & Chemicals	34 (83%)	7 (17%)	0 (0%)	0 (0%)	41
Textiles, Wearing Apparel & Footwear	75 (71%)	28 (27%)	2 (2%)	0 (0%)	105
All	38 (63%)	17 (28%)	5 (8%)	0 (0%)	60
Other	56 (58%)	33 (34%)	8 (8%)	0 (0%)	97
<b>Grand Total</b>	<b>500 (65%)</b>	<b>230 (30%)</b>	<b>45 (6%)</b>	<b>0 (0%)</b>	<b>775</b>

<sup>20</sup> Questions 13 through 20 were not applicable to respondents who answered either “No” or “Do not know” to question 12.

<sup>21</sup> Questions 13 through 20 were not applicable to respondents who answered either “No” or “Do not know” to question 12.

Cross Tab by Job Type - 12) Has your company had a delay on the release of your shipments<sup>22</sup>?

	Yes	No	Do not know	Skipped	Total count
Accounting or Financial Officer	4 (57%)	2 (29%)	1 (14%)	0 (0%)	7
Consultant	2 (29%)	4 (57%)	1 (14%)	0 (0%)	7
Customs Attorney	1 (33%)	2 (67%)	0 (0%)	0 (0%)	3
Customs Compliance Officer	29 (74%)	9 (23%)	1 (3%)	0 (0%)	39
Exporter	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Freight Forwarder	35 (59%)	20 (34%)	4 (7%)	0 (0%)	59
Importer	187 (67%)	78 (28%)	16 (6%)	0 (0%)	281
Importer/Exporter	108 (68%)	46 (29%)	6 (4%)	0 (0%)	160
Licensed Customs Broker	78 (74%)	27 (25%)	1 (1%)	0 (0%)	106
Logistics Officer or Supply Chain Officer	39 (62%)	19 (30%)	5 (8%)	0 (0%)	63
Other	15 (33%)	21 (46%)	10 (22%)	0 (0%)	46
<b>Grand Total</b>	<b>499 (65%)</b>	<b>229 (30%)</b>	<b>45 (6%)</b>	<b>0 (0%)</b>	<b>773</b>

## 13) How does your company obtain knowledge of a delay on the release of your shipments?

Option	Total Count
Directly (self-filing importer)	30 (6%)
Through a broker	374 (75%)
Through a third party logistics company	36 (7%)
Other	54 (11%)
Skipped	6 (1%)
<b>Grand Total</b>	<b>500 (100%)</b>

<sup>22</sup> Questions 13 through 20 were not applicable to respondents who answered either "No" or "Do not know" to question 12.

## Cross Tab by Industry - 13) How does your company obtain knowledge of a delay on the release of your shipments?

	Directly (self-filing importer)	Through a broker	Through a third party logistics company	Other	Skipped	Total count
Ag & Prepared Products	4 (9%)	37 (80%)	1 (2%)	4 (9%)	0 (0%)	46
Auto & Aerospace	3 (5%)	43 (70%)	6 (10%)	7 (11%)	2 (3%)	61
Base Metals & Machinery	5 (12%)	28 (67%)	2 (5%)	7 (17%)	0 (0%)	42
Consumer Products & Mass Merch.	8 (10%)	62 (77%)	5 (6%)	6 (7%)	0 (0%)	81
Industrial & Manuf. Materials	0 (0%)	22 (76%)	3 (10%)	4 (14%)	0 (0%)	29
IT & Consumer Electronics	0 (0%)	29 (85%)	2 (6%)	2 (6%)	1 (3%)	34
Petroleum, Natural Gas & Minerals	0 (0%)	4 (100%)	0 (0%)	0 (0%)	0 (0%)	4
Pharma, Health & Chemicals	3 (9%)	29 (85%)	2 (6%)	0 (0%)	0 (0%)	34
Textiles, Wearing Apparel & Footwear	3 (4%)	59 (79%)	4 (5%)	8 (11%)	1 (1%)	75
All	3 (8%)	17 (45%)	2 (5%)	14 (37%)	2 (5%)	38
Other	1 (2%)	44 (79%)	9 (16%)	2 (4%)	0 (0%)	56
<b>Grand Total</b>	<b>30 (6%)</b>	<b>374 (75%)</b>	<b>36 (7%)</b>	<b>54 (11%)</b>	<b>6 (1%)</b>	<b>500</b>

## Cross Tab by Job Type - 13) How does your company obtain knowledge of a delay on the release of your shipments?

	Directly (self-filing importer)	Through a broker	Through a third party logistics company	Other	Skipped	Total count
Accounting or Financial Officer	0 (0%)	2 (50%)	0 (0%)	1 (25%)	1 (25%)	4
Consultant	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
Customs Attorney	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Customs Compliance Officer	2 (7%)	23 (79%)	3 (10%)	1 (3%)	0 (0%)	29
Exporter	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Freight Forwarder	1 (3%)	30 (86%)	3 (9%)	1 (3%)	0 (0%)	35
Importer	8 (4%)	160 (86%)	14 (7%)	4 (2%)	1 (1%)	187
Importer/Exporter	5 (5%)	89 (82%)	6 (6%)	6 (6%)	2 (2%)	108
Licensed Customs Broker	10 (13%)	29 (37%)	4 (5%)	33 (42%)	2 (3%)	78
Logistics Officer or Supply Chain Officer	2 (5%)	30 (77%)	5 (13%)	2 (5%)	0 (0%)	39
Other	2 (13%)	7 (47%)	1 (7%)	5 (33%)	0 (0%)	15
<b>Grand Total</b>	<b>30 (6%)</b>	<b>374 (75%)</b>	<b>36 (7%)</b>	<b>53 (11%)</b>	<b>6 (1%)</b>	<b>499</b>

## 14) On average, select the percentage of your entries that are impacted by the below delays:

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	43 (9%)	83 (17%)	291 (58%)	23 (5%)	10 (2%)	5 (1%)	6 (1%)	39 (8%)	500
Holds	36 (7%)	44 (9%)	319 (64%)	42 (8%)	16 (3%)	5 (1%)	6 (1%)	32 (6%)	500
Exam	24 (5%)	33 (7%)	352 (70%)	37 (7%)	11 (2%)	6 (1%)	10 (2%)	27 (5%)	500
Third party logistics delays	62 (12%)	156 (31%)	183 (37%)	31 (6%)	4 (1%)	2 (0%)	3 (1%)	59 (12%)	500
Broker delays	45 (9%)	215 (43%)	159 (32%)	13 (3%)	0 (0%)	0 (0%)	2 (0%)	66 (13%)	500



## Cross Tab by Industry - 14) On average, select the percentage of your entries that are impacted by the below delays:

## Ag &amp; Prepared Products

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	6 (13%)	4 (9%)	27 (59%)	3 (7%)	2 (4%)	1 (2%)	0 (0%)	3 (7%)	46
Holds	3 (7%)	4 (9%)	29 (63%)	6 (13%)	0 (0%)	1 (2%)	1 (2%)	2 (4%)	46
Exam	4 (9%)	1 (2%)	32 (70%)	5 (11%)	2 (4%)	0 (0%)	1 (2%)	1 (2%)	46
Third party logistics delays	7 (15%)	17 (37%)	14 (30%)	3 (7%)	0 (0%)	0 (0%)	0 (0%)	5 (11%)	46
Broker delays	2 (4%)	23 (50%)	15 (33%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	5 (11%)	46

## Auto &amp; Aerospace

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	6 (10%)	10 (16%)	36 (59%)	0 (0%)	2 (3%)	0 (0%)	0 (0%)	7 (11%)	61
Holds	4 (7%)	7 (11%)	39 (64%)	4 (7%)	2 (3%)	0 (0%)	0 (0%)	5 (8%)	61
Exam	2 (3%)	6 (10%)	40 (66%)	3 (5%)	1 (2%)	0 (0%)	0 (0%)	9 (15%)	61
Third party logistics delays	3 (5%)	17 (28%)	29 (48%)	4 (7%)	0 (0%)	0 (0%)	0 (0%)	8 (13%)	61
Broker delays	7 (11%)	20 (33%)	23 (38%)	2 (3%)	0 (0%)	0 (0%)	0 (0%)	9 (15%)	61

## Base Metals &amp; Machinery

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	4 (10%)	9 (21%)	23 (55%)	3 (7%)	0 (0%)	1 (2%)	0 (0%)	2 (5%)	42
Holds	3 (7%)	2 (5%)	29 (69%)	3 (7%)	1 (2%)	1 (2%)	0 (0%)	3 (7%)	42
Exam	2 (5%)	3 (7%)	25 (60%)	4 (10%)	1 (2%)	2 (5%)	1 (2%)	4 (10%)	42
Third party logistics delays	7 (17%)	14 (33%)	14 (33%)	1 (2%)	1 (2%)	0 (0%)	0 (0%)	5 (12%)	42
Broker delays	4 (10%)	19 (45%)	13 (31%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	5 (12%)	42

Cont. 1 -- 14) On average, select the percentage of your entries that are impacted by the below delays:

**Consumer Products & Mass Merch.**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	4 (5%)	14 (17%)	50 (62%)	2 (2%)	1 (1%)	0 (0%)	2 (2%)	8 (10%)	81
Holds	2 (2%)	6 (7%)	52 (64%)	6 (7%)	3 (4%)	0 (0%)	3 (4%)	9 (11%)	81
Exam	1 (1%)	2 (2%)	67 (83%)	3 (4%)	3 (4%)	0 (0%)	2 (2%)	3 (4%)	81
Third party logistics delays	10 (12%)	27 (33%)	27 (33%)	4 (5%)	1 (1%)	0 (0%)	0 (0%)	12 (15%)	81
Broker delays	5 (6%)	38 (47%)	23 (28%)	2 (2%)	0 (0%)	0 (0%)	0 (0%)	13 (16%)	81

**Industrial & Manuf. Materials**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	3 (10%)	5 (17%)	15 (52%)	1 (3%)	0 (0%)	2 (7%)	2 (7%)	1 (3%)	29
Holds	1 (3%)	5 (17%)	15 (52%)	2 (7%)	2 (7%)	1 (3%)	1 (3%)	2 (7%)	29
Exam	1 (3%)	3 (10%)	15 (52%)	3 (10%)	2 (7%)	2 (7%)	1 (3%)	2 (7%)	29
Third party logistics delays	2 (7%)	12 (41%)	10 (34%)	1 (3%)	0 (0%)	0 (0%)	1 (3%)	3 (10%)	29
Broker delays	1 (3%)	12 (41%)	10 (34%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	5 (17%)	29

**IT & Consumer Electronics**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	1 (3%)	6 (18%)	24 (71%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	2 (6%)	34
Holds	1 (3%)	5 (15%)	23 (68%)	2 (6%)	1 (3%)	0 (0%)	0 (0%)	2 (6%)	34
Exam	0 (0%)	4 (12%)	24 (71%)	5 (15%)	0 (0%)	0 (0%)	0 (0%)	1 (3%)	34
Third party logistics delays	3 (9%)	8 (24%)	15 (44%)	6 (18%)	0 (0%)	0 (0%)	0 (0%)	2 (6%)	34
Broker delays	0 (0%)	15 (44%)	13 (38%)	2 (6%)	0 (0%)	0 (0%)	0 (0%)	4 (12%)	34

Cont. 2-- 14) On average, select the percentage of your entries that are impacted by the below delays:

**Petroleum, Natural Gas & Minerals**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	0 (0%)	0 (0%)	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4
Holds	0 (0%)	0 (0%)	3 (75%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	4
Exam	0 (0%)	0 (0%)	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4
Third party logistics delays	0 (0%)	0 (0%)	2 (50%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	4
Broker delays	0 (0%)	0 (0%)	2 (50%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	4

**Pharma, Health & Chemicals**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	6 (18%)	1 (3%)	19 (56%)	3 (9%)	3 (9%)	0 (0%)	1 (3%)	1 (3%)	34
Holds	5 (15%)	0 (0%)	21 (62%)	4 (12%)	3 (9%)	0 (0%)	0 (0%)	1 (3%)	34
Exam	4 (12%)	3 (9%)	22 (65%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	4 (12%)	34
Third party logistics delays	4 (12%)	7 (21%)	15 (44%)	2 (6%)	0 (0%)	1 (3%)	1 (3%)	4 (12%)	34
Broker delays	2 (6%)	8 (24%)	18 (53%)	1 (3%)	0 (0%)	0 (0%)	1 (3%)	4 (12%)	34

**Textiles, Wearing Apparel & Footwear**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	1 (1%)	22 (29%)	39 (52%)	4 (5%)	0 (0%)	1 (1%)	1 (1%)	7 (9%)	75
Holds	5 (7%)	6 (8%)	54 (72%)	2 (3%)	2 (3%)	0 (0%)	1 (1%)	5 (7%)	75
Exam	1 (1%)	4 (5%)	61 (81%)	2 (3%)	0 (0%)	1 (1%)	4 (5%)	2 (3%)	75
Third party logistics delays	9 (12%)	31 (41%)	21 (28%)	6 (8%)	0 (0%)	0 (0%)	0 (0%)	8 (11%)	75
Broker delays	5 (7%)	44 (59%)	15 (20%)	1 (1%)	0 (0%)	0 (0%)	0 (0%)	10 (13%)	75

Cont. 3 -- 14) On average, select the percentage of your entries that are impacted by the below delays:

All

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	7 (18%)	1 (3%)	24 (63%)	3 (8%)	1 (3%)	0 (0%)	0 (0%)	2 (5%)	38
Holds	7 (18%)	0 (0%)	20 (53%)	7 (18%)	1 (3%)	2 (5%)	0 (0%)	1 (3%)	38
Exam	5 (13%)	0 (0%)	24 (63%)	7 (18%)	1 (3%)	1 (3%)	0 (0%)	0 (0%)	38
Third party logistics delays	9 (24%)	4 (11%)	17 (45%)	3 (8%)	2 (5%)	0 (0%)	1 (3%)	2 (5%)	38
Broker delays	11 (29%)	13 (34%)	10 (26%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	3 (8%)	38

Other

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	5 (9%)	11 (20%)	30 (54%)	3 (5%)	1 (2%)	0 (0%)	0 (0%)	6 (11%)	56
Holds	5 (9%)	9 (16%)	34 (61%)	6 (11%)	1 (2%)	0 (0%)	0 (0%)	1 (2%)	56
Exam	4 (7%)	7 (13%)	38 (68%)	4 (7%)	1 (2%)	0 (0%)	1 (2%)	1 (2%)	56
Third party logistics delays	8 (14%)	19 (34%)	19 (34%)	0 (0%)	0 (0%)	1 (2%)	0 (0%)	9 (16%)	56
Broker delays	8 (14%)	23 (41%)	17 (30%)	0 (0%)	0 (0%)	0 (0%)	1 (2%)	7 (13%)	56

**Cross Tab by Job Type - 14) On average, select the percentage of your entries that are impacted by the below delays:****Accounting or Financial Officer**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	0 (0%)	1 (25%)	3 (75%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4
Holds	0 (0%)	0 (0%)	3 (75%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	4
Exam	0 (0%)	0 (0%)	3 (75%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	4
Third party logistics delays	0 (0%)	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4
Broker delays	0 (0%)	3 (75%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4

**Consultant**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	0 (0%)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Holds	0 (0%)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Exam	0 (0%)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Third party logistics delays	0 (0%)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Broker delays	0 (0%)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2

**Customs Attorney**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Holds	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Exam	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Third party logistics delays	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Broker delays	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1

Cont. 1 -- 14) On average, select the percentage of your entries that are impacted by the below delays:

**Customs Compliance Officer**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	4 (14%)	2 (7%)	19 (66%)	0 (0%)	1 (3%)	0 (0%)	0 (0%)	3 (10%)	29
Holds	2 (7%)	5 (17%)	16 (55%)	3 (10%)	2 (7%)	0 (0%)	0 (0%)	1 (3%)	29
Exam	1 (3%)	2 (7%)	22 (76%)	2 (7%)	1 (3%)	0 (0%)	0 (0%)	1 (3%)	29
Third party logistics delays	4 (14%)	10 (34%)	10 (34%)	0 (0%)	1 (3%)	1 (3%)	0 (0%)	3 (10%)	29
Broker delays	4 (14%)	9 (31%)	11 (38%)	1 (3%)	0 (0%)	0 (0%)	1 (3%)	3 (10%)	29

**Exporter**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Holds	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Exam	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Third party logistics delays	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Broker delays	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

**Freight Forwarder**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	2 (6%)	5 (14%)	21 (60%)	3 (9%)	1 (3%)	0 (0%)	1 (3%)	2 (6%)	35
Holds	2 (6%)	3 (9%)	15 (43%)	9 (26%)	1 (3%)	0 (0%)	2 (6%)	3 (9%)	35
Exam	1 (3%)	1 (3%)	16 (46%)	9 (26%)	2 (6%)	1 (3%)	2 (6%)	3 (9%)	35
Third party logistics delays	3 (9%)	11 (31%)	12 (34%)	4 (11%)	1 (3%)	1 (3%)	0 (0%)	3 (9%)	35
Broker delays	2 (6%)	14 (40%)	7 (20%)	4 (11%)	0 (0%)	0 (0%)	1 (3%)	7 (20%)	35

Cont. 2-- 14) On average, select the percentage of your entries that are impacted by the below delays:

#### Importer

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	18 (10%)	45 (24%)	96 (51%)	7 (4%)	2 (1%)	0 (0%)	1 (1%)	18 (10%)	187
Holds	12 (6%)	18 (10%)	125 (67%)	13 (7%)	3 (2%)	2 (1%)	2 (1%)	12 (6%)	187
Exam	8 (4%)	14 (7%)	137 (73%)	9 (5%)	4 (2%)	2 (1%)	3 (2%)	10 (5%)	187
Third party logistics delays	22 (12%)	69 (37%)	63 (34%)	7 (4%)	0 (0%)	0 (0%)	1 (1%)	25 (13%)	187
Broker delays	14 (7%)	91 (49%)	53 (28%)	3 (2%)	0 (0%)	0 (0%)	0 (0%)	26 (14%)	187

#### Importer/Exporter

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	4 (4%)	19 (18%)	68 (63%)	4 (4%)	2 (2%)	2 (2%)	2 (2%)	7 (6%)	108
Holds	9 (8%)	12 (11%)	70 (65%)	4 (4%)	6 (6%)	0 (0%)	0 (0%)	7 (6%)	108
Exam	7 (6%)	7 (6%)	76 (70%)	7 (6%)	2 (2%)	2 (2%)	1 (1%)	6 (6%)	108
Third party logistics delays	12 (11%)	29 (27%)	43 (40%)	10 (9%)	1 (1%)	0 (0%)	1 (1%)	12 (11%)	108
Broker delays	5 (5%)	42 (39%)	43 (40%)	4 (4%)	0 (0%)	0 (0%)	0 (0%)	14 (13%)	108

#### Licensed Customs Broker

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Docs required	8 (10%)	3 (4%)	52 (67%)	7 (9%)	1 (1%)	1 (1%)	1 (1%)	5 (6%)	78
Holds	6 (8%)	3 (4%)	52 (67%)	7 (9%)	3 (4%)	3 (4%)	1 (1%)	3 (4%)	78
Exam	3 (4%)	2 (3%)	61 (78%)	5 (6%)	2 (3%)	1 (1%)	1 (1%)	3 (4%)	78
Third party logistics delays	13 (17%)	17 (22%)	32 (41%)	7 (9%)	1 (1%)	0 (0%)	0 (0%)	8 (10%)	78
Broker delays	11 (14%)	40 (51%)	17 (22%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	10 (13%)	78

Cont. 3 -- 14) On average, select the percentage of your entries that are impacted by the below delays:

**Logistics Officer or Supply Chain Officer**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
<b>Docs required</b>	2 (5%)	4 (10%)	22 (56%)	2 (5%)	3 (8%)	2 (5%)	1 (3%)	3 (8%)	39
<b>Holds</b>	3 (8%)	1 (3%)	24 (62%)	5 (13%)	1 (3%)	0 (0%)	1 (3%)	4 (10%)	39
<b>Exam</b>	2 (5%)	4 (10%)	27 (69%)	2 (5%)	0 (0%)	0 (0%)	3 (8%)	1 (3%)	39
<b>Third party logistics delays</b>	5 (13%)	11 (28%)	15 (38%)	2 (5%)	0 (0%)	0 (0%)	1 (3%)	5 (13%)	39
<b>Broker delays</b>	5 (13%)	13 (33%)	16 (41%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	4 (10%)	39

**Other**

	Do not know	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
<b>Docs required</b>	4 (27%)	4 (27%)	6 (40%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (7%)	15
<b>Holds</b>	2 (13%)	2 (13%)	10 (67%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (7%)	15
<b>Exam</b>	2 (13%)	3 (20%)	6 (40%)	2 (13%)	0 (0%)	0 (0%)	0 (0%)	2 (13%)	15
<b>Third party logistics delays</b>	3 (20%)	5 (33%)	4 (27%)	1 (7%)	0 (0%)	0 (0%)	0 (0%)	2 (13%)	15
<b>Broker delays</b>	4 (27%)	3 (20%)	7 (47%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (7%)	15



15) On average, how many hours or days does a docs required message delay the release of your merchandise?

Option	Total Count
Less than 1 hour	18 (4%)
1 to 4 hours	64 (13%)
5 to 8 hours	35 (7%)
9 to 23 hours	22 (4%)
1 day	151 (30%)
2 days	60 (12%)
3 to 4 days	25 (5%)
5 days or more	10 (2%)
Do not know	55 (11%)
I receive no docs required messages	52 (10%)
Skipped	8 (2%)
<b>Grand Total</b>	<b>500 (100%)</b>

## Cross Tab by Industry - 15) On average, how many hours or days does a docs required message delay the release of your merchandise?

	<1 hour	1 to 4 hours	5 to 8 hours	9 to 23 hours	1 day	2 days	3 to 4 days	≥5 days	Do not know	I receive no docs required messages	SKIPPED	Total count
<b>Ag &amp; Prepared Products</b>	2 (4%)	8 (17%)	4 (9%)	0 (0%)	17 (37%)	1 (2%)	5 (11%)	0 (0%)	7 (15%)	2 (4%)	0 (0%)	46
<b>Auto &amp; Aerospace</b>	1 (2%)	10 (16%)	3 (5%)	3 (5%)	17 (28%)	5 (8%)	2 (3%)	2 (3%)	8 (13%)	7 (11%)	3 (5%)	61
<b>Base Metals &amp; Machinery</b>	2 (5%)	5 (12%)	1 (2%)	2 (5%)	15 (36%)	5 (12%)	2 (5%)	0 (0%)	5 (12%)	4 (10%)	1 (2%)	42
<b>Consumer Products &amp; Mass Merch.</b>	5 (6%)	2 (2%)	6 (7%)	2 (2%)	23 (28%)	15 (19%)	6 (7%)	1 (1%)	8 (10%)	12 (15%)	1 (1%)	81
<b>Industrial &amp; Manuf. Materials</b>	3 (10%)	5 (17%)	3 (10%)	1 (3%)	8 (28%)	2 (7%)	2 (7%)	0 (0%)	4 (14%)	1 (3%)	0 (0%)	29
<b>IT &amp; Consumer Electronics</b>	0 (0%)	3 (9%)	3 (9%)	2 (6%)	13 (38%)	4 (12%)	0 (0%)	0 (0%)	5 (15%)	3 (9%)	1 (3%)	34
<b>Petroleum, Natural Gas &amp; Minerals</b>	0 (0%)	1 (25%)	0 (0%)	0 (0%)	2 (50%)	0 (0%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4
<b>Pharma, Health &amp; Chemicals</b>	0 (0%)	0 (0%)	4 (12%)	1 (3%)	11 (32%)	10 (29%)	2 (6%)	2 (6%)	3 (9%)	1 (3%)	0 (0%)	34
<b>Textiles, Wearing Apparel &amp; Footwear</b>	5 (7%)	10 (13%)	4 (5%)	7 (9%)	17 (23%)	5 (7%)	2 (3%)	2 (3%)	5 (7%)	16 (21%)	2 (3%)	75
<b>All</b>	0 (0%)	9 (24%)	2 (5%)	3 (8%)	10 (26%)	8 (21%)	1 (3%)	1 (3%)	4 (11%)	0 (0%)	0 (0%)	38
<b>Other</b>	0 (0%)	11 (20%)	5 (9%)	1 (2%)	18 (32%)	5 (9%)	2 (4%)	2 (4%)	6 (11%)	6 (11%)	0 (0%)	56
<b>Grand Total</b>	<b>18 (4%)</b>	<b>64 (13%)</b>	<b>35 (7%)</b>	<b>22 (4%)</b>	<b>151 (30%)</b>	<b>60 (12%)</b>	<b>25 (5%)</b>	<b>10 (2%)</b>	<b>55 (11%)</b>	<b>52 (10%)</b>	<b>8 (2%)</b>	<b>500</b>

## Cross Tab by Job Type - 15) On average, how many hours or days does a docs required message delay the release of your merchandise?

	<1 hour	1 to 4 hours	5 to 8 hours	9 to 23 hours	1 day	2 days	3 to 4 days	≥5 days	Do not know	I receive no docs required messages	SKIPPED	Total count
Accounting or Financial Officer	1 (25%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	0 (0%)	1 (25%)	0 (0%)	4
Consultant	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2
Customs Attorney	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Customs Compliance Officer	2 (7%)	5 (17%)	0 (0%)	0 (0%)	10 (34%)	6 (21%)	1 (3%)	1 (3%)	0 (0%)	4 (14%)	0 (0%)	29
Exporter	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Freight Forwarder	2 (6%)	6 (17%)	2 (6%)	0 (0%)	16 (46%)	4 (11%)	1 (3%)	0 (0%)	0 (0%)	3 (9%)	1 (3%)	35
Importer	6 (3%)	13 (7%)	12 (6%)	10 (5%)	50 (27%)	18 (10%)	7 (4%)	4 (2%)	36 (19%)	29 (16%)	2 (1%)	187
Importer/Exporter	4 (4%)	18 (17%)	11 (10%)	5 (5%)	34 (31%)	12 (11%)	5 (5%)	0 (0%)	9 (8%)	7 (6%)	3 (3%)	108
Licensed Customs Broker	1 (1%)	14 (18%)	4 (5%)	6 (8%)	25 (32%)	13 (17%)	7 (9%)	1 (1%)	3 (4%)	4 (5%)	0 (0%)	78
Logistics Officer or Supply Chain Officer	1 (3%)	6 (15%)	4 (10%)	0 (0%)	13 (33%)	3 (8%)	3 (8%)	1 (3%)	3 (8%)	3 (8%)	2 (5%)	39
Other	1 (7%)	1 (7%)	0 (0%)	1 (7%)	2 (13%)	4 (27%)	1 (7%)	1 (7%)	3 (20%)	1 (7%)	0 (0%)	15
<b>Grand Total</b>	<b>18 (4%)</b>	<b>64 (13%)</b>	<b>35 (7%)</b>	<b>22 (4%)</b>	<b>151 (30%)</b>	<b>60 (12%)</b>	<b>25 (5%)</b>	<b>10 (2%)</b>	<b>54 (11%)</b>	<b>52 (10%)</b>	<b>8 (2%)</b>	<b>499</b>

16) On average, how many hours or days does a hold delay the release of your merchandise?

Option	Total Count
Less than 1 hour	2 (0%)
1 to 4 hours	38 (8%)
5 to 8 hours	28 (6%)
9 to 23 hours	21 (4%)
1 day	95 (19%)
2 days	120 (24%)
3 to 4 days	95 (19%)
5 days or more	49 (10%)
Do not know	34 (7%)
I have no shipment holds	11 (2%)
Skipped	7 (1%)
<b>Grand Total</b>	<b>500 (100%)</b>

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Cross Tab by Industry - 16) On average, how many hours or days does a hold delay the release of your merchandise?

	<1 hour	1 to 4 hours	5 to 8 hours	9 to 23 hours	1 day	2 days	3 to 4 days	≥5 days	Do not know	I have no shipment holds	SKIPPED	Total count
<b>Ag &amp; Prepared Products</b>	1 (2%)	6 (13%)	4 (9%)	3 (7%)	8 (17%)	10 (22%)	10 (22%)	1 (2%)	3 (7%)	0 (0%)	0 (0%)	46
<b>Auto &amp; Aerospace</b>	0 (0%)	3 (5%)	5 (8%)	3 (5%)	14 (23%)	14 (23%)	6 (10%)	6 (10%)	5 (8%)	3 (5%)	2 (3%)	61
<b>Base Metals &amp; Machinery</b>	0 (0%)	8 (19%)	1 (2%)	1 (2%)	13 (31%)	5 (12%)	6 (14%)	5 (12%)	2 (5%)	0 (0%)	1 (2%)	42
<b>Consumer Products &amp; Mass Merch.</b>	1 (1%)	2 (2%)	4 (5%)	4 (5%)	15 (19%)	19 (23%)	22 (27%)	8 (10%)	5 (6%)	1 (1%)	0 (0%)	81
<b>Industrial &amp; Manuf. Materials</b>	0 (0%)	5 (17%)	2 (7%)	2 (7%)	7 (24%)	3 (10%)	7 (24%)	1 (3%)	1 (3%)	1 (3%)	0 (0%)	29
<b>IT &amp; Consumer Electronics</b>	0 (0%)	3 (9%)	4 (12%)	1 (3%)	7 (21%)	9 (26%)	4 (12%)	2 (6%)	2 (6%)	1 (3%)	1 (3%)	34
<b>Petroleum, Natural Gas &amp; Minerals</b>	0 (0%)	0 (0%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	1 (25%)	0 (0%)	1 (25%)	0 (0%)	4
<b>Pharma, Health &amp; Chemicals</b>	0 (0%)	1 (3%)	0 (0%)	0 (0%)	5 (15%)	12 (35%)	9 (26%)	4 (12%)	3 (9%)	0 (0%)	0 (0%)	34
<b>Textiles, Wearing Apparel &amp; Footwear</b>	0 (0%)	2 (3%)	2 (3%)	4 (5%)	9 (12%)	28 (37%)	15 (20%)	7 (9%)	5 (7%)	3 (4%)	0 (0%)	75
<b>All</b>	0 (0%)	2 (5%)	1 (3%)	1 (3%)	6 (16%)	10 (26%)	6 (16%)	6 (16%)	6 (16%)	0 (0%)	0 (0%)	38
<b>Other</b>	0 (0%)	6 (11%)	4 (7%)	2 (4%)	11 (20%)	10 (18%)	9 (16%)	8 (14%)	2 (4%)	1 (2%)	3 (5%)	56
<b>Grand Total</b>	<b>2 (0%)</b>	<b>38 (8%)</b>	<b>28 (6%)</b>	<b>21 (4%)</b>	<b>95 (19%)</b>	<b>120 (24%)</b>	<b>95 (19%)</b>	<b>49 (10%)</b>	<b>34 (7%)</b>	<b>11 (2%)</b>	<b>7 (1%)</b>	<b>500</b>

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Cross Tab by Job Type - 16) On average, how many hours or days does a hold delay the release of your merchandise?

	<1 hour	1 to 4 hours	5 to 8 hours	9 to 23 hours	1 day	2 days	3 to 4 days	≥5 days	Do not know	I have no shipment holds	SKIPPED	Total count
<b>Accounting or Financial Officer</b>	0 (0%)	0 (0%)	1 (25%)	0 (0%)	0 (0%)	1 (25%)	1 (25%)	0 (0%)	0 (0%)	1 (25%)	0 (0%)	4
<b>Consultant</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2
<b>Customs Attorney</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
<b>Customs Compliance Officer</b>	0 (0%)	2 (7%)	2 (7%)	1 (3%)	3 (10%)	4 (14%)	14 (48%)	1 (3%)	1 (3%)	1 (3%)	0 (0%)	29
<b>Exporter</b>	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
<b>Freight Forwarder</b>	1 (3%)	2 (6%)	3 (9%)	1 (3%)	10 (29%)	8 (23%)	9 (26%)	0 (0%)	0 (0%)	0 (0%)	1 (3%)	35
<b>Importer</b>	1 (1%)	7 (4%)	7 (4%)	13 (7%)	33 (18%)	51 (27%)	37 (20%)	18 (10%)	14 (7%)	3 (2%)	3 (2%)	187
<b>Importer/Exporter</b>	0 (0%)	11 (10%)	8 (7%)	3 (3%)	25 (23%)	23 (21%)	15 (14%)	8 (7%)	8 (7%)	4 (4%)	3 (3%)	108
<b>Licensed Customs Broker</b>	0 (0%)	8 (10%)	4 (5%)	2 (3%)	15 (19%)	21 (27%)	10 (13%)	13 (17%)	3 (4%)	2 (3%)	0 (0%)	78
<b>Logistics Officer or Supply Chain Officer</b>	0 (0%)	6 (15%)	2 (5%)	0 (0%)	7 (18%)	8 (21%)	6 (15%)	5 (13%)	5 (13%)	0 (0%)	0 (0%)	39
<b>Other</b>	0 (0%)	2 (13%)	0 (0%)	1 (7%)	2 (13%)	2 (13%)	3 (20%)	3 (20%)	2 (13%)	0 (0%)	0 (0%)	15
<b>Grand Total</b>	<b>2 (0%)</b>	<b>38 (8%)</b>	<b>28 (6%)</b>	<b>21 (4%)</b>	<b>95 (19%)</b>	<b>120 (24%)</b>	<b>95 (19%)</b>	<b>49 (10%)</b>	<b>33 (7%)</b>	<b>11 (2%)</b>	<b>7 (1%)</b>	<b>499</b>

17) Do you contact any of the following entities when you experience a delay<sup>23</sup>?

Option	Total Count
Broker	398 (60%)
CBP Center of Excellence and Expertise	22 (3%)
CBP Port of Entry	159 (24%)
PGA	62 (9%)
Skipped	18 (3%)
<b>Grand Total</b>	<b>659 (100%)</b>

Cross Tab by Industry - 17) Do you contact any of the following entities when you experience a delay<sup>24</sup>?

	Broker	CBP Center	CBP Port of Entry	PGAs	Skipped	Total count
Ag & Prepared Products	35 (56%)	0 (0%)	19 (31%)	8 (13%)	0 (0%)	62
Auto & Aerospace	47 (57%)	6 (7%)	19 (23%)	4 (5%)	6 (7%)	82
Base Metals & Machinery	34 (65%)	0 (0%)	14 (27%)	3 (6%)	1 (2%)	52
Consumer Products & Mass Merch.	62 (58%)	1 (1%)	30 (28%)	12 (11%)	2 (2%)	107
Industrial & Manuf. Materials	25 (69%)	1 (3%)	5 (14%)	4 (11%)	1 (3%)	36
IT & Consumer Electronics	31 (74%)	3 (7%)	5 (12%)	2 (5%)	1 (2%)	42
Petroleum, Natural Gas & Minerals	4 (80%)	0 (0%)	1 (20%)	0 (0%)	0 (0%)	5
Pharma, Health & Chemicals	30 (56%)	5 (9%)	8 (15%)	11 (20%)	0 (0%)	54
Textiles, Wearing Apparel & Footwear	68 (72%)	3 (3%)	17 (18%)	4 (4%)	2 (2%)	94
All	13 (24%)	1 (2%)	29 (54%)	9 (17%)	2 (4%)	54
Other	48 (69%)	2 (3%)	12 (17%)	5 (7%)	3 (4%)	70
<b>Grand Total</b>	<b>397 (60%)</b>	<b>22 (3%)</b>	<b>159 (24%)</b>	<b>62 (9%)</b>	<b>18 (3%)</b>	<b>658</b>

Cross Tab by Job Type - 17) Do you contact any of the following entities when you experience a delay<sup>25</sup>?

<sup>23</sup> Question 17 allowed respondents to select more than one answer.

<sup>24</sup> Question 17 allowed respondents to select more than one answer.

<sup>25</sup> Question 17 allowed respondents to select more than one answer.

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	Broker	CBP Center	CBP Port of Entry	PGAs	Skipped	Total count
Accounting or Financial Officer	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4
Consultant	2 (40%)	1 (20%)	1 (20%)	1 (20%)	0 (0%)	5
Customs Attorney	1 (33%)	0 (0%)	1 (33%)	1 (33%)	0 (0%)	3
Customs Compliance Officer	23 (52%)	0 (0%)	14 (32%)	6 (14%)	1 (2%)	44
Exporter	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Freight Forwarder	33 (75%)	1 (2%)	10 (23%)	0 (0%)	0 (0%)	44
Importer	171 (72%)	9 (4%)	37 (16%)	15 (6%)	4 (2%)	236
Importer/Exporter	98 (65%)	9 (6%)	24 (16%)	15 (10%)	4 (3%)	150
Licensed Customs Broker	20 (19%)	1 (1%)	57 (54%)	21 (20%)	7 (7%)	106
Logistics Officer or Supply Chain Officer	34 (81%)	1 (2%)	5 (12%)	0 (0%)	2 (5%)	42
Other	9 (43%)	0 (0%)	9 (43%)	3 (14%)	0 (0%)	21
<b>Grand Total</b>	<b>396 (60%)</b>	<b>22 (3%)</b>	<b>158 (24%)</b>	<b>62 (9%)</b>	<b>18 (3%)</b>	<b>656</b>

18) On average, how much does a day of delay in the release of your merchandise cost your company, including both direct and indirect costs?

Option	Total Count
Less than \$100	24 (5%)
\$100 to \$199	43 (9%)
\$200 to \$399	46 (9%)
\$400 to \$599	50 (10%)
\$600 to \$999	25 (5%)
\$1,000 or more	154 (31%)
Do not know	154 (31%)
Skipped	4 (1%)
<b>Grand Total</b>	<b>500 (100%)</b>

Cross Tab by Industry - 18) On average, how much does a day of delay in the release of your merchandise cost your company, including both direct and indirect costs?

<\$100	\$100 to \$199	\$200 to \$399	\$400 to \$599	\$600 to \$999	≥\$1,000	Do not know	Skipped	Total count
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## COAC 2013 Trade Efficiency Survey

\$599									
<b>Ag &amp; Prepared Products</b>	2 (4%)	7 (15%)	7 (15%)	6 (13%)	3 (7%)	8 (17%)	12 (26%)	1 (2%)	46
<b>Auto &amp; Aerospace</b>	5 (8%)	2 (3%)	8 (13%)	4 (7%)	5 (8%)	19 (31%)	16 (26%)	2 (3%)	61
<b>Base Metals &amp; Machinery</b>	1 (2%)	4 (10%)	4 (10%)	6 (14%)	2 (5%)	9 (21%)	16 (38%)	0 (0%)	42
<b>Consumer Products &amp; Mass Merch.</b>	3 (4%)	7 (9%)	11 (14%)	7 (9%)	4 (5%)	26 (32%)	23 (28%)	0 (0%)	81
<b>Industrial &amp; Manuf. Materials</b>	0 (0%)	5 (17%)	1 (3%)	4 (14%)	1 (3%)	7 (24%)	11 (38%)	0 (0%)	29
<b>IT &amp; Consumer Electronics</b>	1 (3%)	2 (6%)	3 (9%)	1 (3%)	0 (0%)	16 (47%)	10 (29%)	1 (3%)	34
<b>Petroleum, Natural Gas &amp; Minerals</b>	0 (0%)	1 (25%)	1 (25%)	0 (0%)	2 (50%)	0 (0%)	0 (0%)	0 (0%)	4
<b>Pharma, Health &amp; Chemicals</b>	2 (6%)	0 (0%)	3 (9%)	3 (9%)	0 (0%)	9 (26%)	17 (50%)	0 (0%)	34
<b>Textiles, Wearing Apparel &amp; Footwear</b>	4 (5%)	6 (8%)	2 (3%)	5 (7%)	2 (3%)	41 (55%)	15 (20%)	0 (0%)	75
<b>All</b>	3 (8%)	4 (11%)	4 (11%)	4 (11%)	3 (8%)	3 (8%)	17 (45%)	0 (0%)	38
<b>Other</b>	3 (5%)	5 (9%)	2 (4%)	10 (18%)	3 (5%)	16 (29%)	17 (30%)	0 (0%)	56
<b>Grand Total</b>	<b>24 (5%)</b>	<b>43 (9%)</b>	<b>46 (9%)</b>	<b>50 (10%)</b>	<b>25 (5%)</b>	<b>154 (31%)</b>	<b>154 (31%)</b>	<b>4 (1%)</b>	<b>500</b>

# COAC 2013 Trade Efficiency Survey

**Cross Tab by Job Type - 18) On average, how much does a day of delay in the release of your merchandise cost your company, including both direct and indirect costs?**

	<\$100	\$100 to \$199	\$200 to \$399	\$400 to \$599	\$600 to \$999	≥\$1,000	Do not know	Skipped	Total count
<b>Accounting or Financial Officer</b>	0 (0%)	0 (0%)	1 (25%)	0 (0%)	1 (25%)	2 (50%)	0 (0%)	0 (0%)	4
<b>Consultant</b>	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	2
<b>Customs Attorney</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
<b>Customs Compliance Officer</b>	1 (3%)	1 (3%)	3 (10%)	4 (14%)	1 (3%)	10 (34%)	9 (31%)	0 (0%)	29
<b>Exporter</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
<b>Freight Forwarder</b>	5 (14%)	5 (14%)	6 (17%)	5 (14%)	2 (6%)	5 (14%)	7 (20%)	0 (0%)	35
<b>Importer</b>	5 (3%)	16 (9%)	14 (7%)	19 (10%)	11 (6%)	61 (33%)	60 (32%)	1 (1%)	187
<b>Importer/Exporter</b>	5 (5%)	8 (7%)	7 (6%)	8 (7%)	3 (3%)	44 (41%)	31 (29%)	2 (2%)	108
<b>Licensed Customs Broker</b>	7 (9%)	6 (8%)	14 (18%)	5 (6%)	2 (3%)	9 (12%)	34 (44%)	1 (1%)	78
<b>Logistics Officer or Supply Chain Officer</b>	0 (0%)	6 (15%)	1 (3%)	7 (18%)	3 (8%)	14 (36%)	8 (21%)	0 (0%)	39
<b>Other</b>	1 (7%)	1 (7%)	0 (0%)	1 (7%)	2 (13%)	6 (40%)	4 (27%)	0 (0%)	15
<b>Grand Total</b>	<b>24 (5%)</b>	<b>43 (9%)</b>	<b>46 (9%)</b>	<b>50 (10%)</b>	<b>25 (5%)</b>	<b>154 (31%)</b>	<b>153 (31%)</b>	<b>4 (1%)</b>	<b>499</b>

19) What business impacts have resulted from holds that did not result in refusals<sup>26</sup>?

Option	Total Count
Supply shortages/back-orders/failure to fulfill commitments to customers	349 (26%)
Manufacturing delays/plant shutdowns	168 (12%)
Delayed studies (e.g., clinical trials)	27 (2%)
Loss of product (e.g., failure to maintain temperature controls at port, theft)	49 (4%)
Increased port storage/demurrage expenses	295 (22%)
Inventory planning issues (inability to effectively compute safety stock)	185 (14%)
Increased administrative costs	274 (20%)
Skipped	18 (1%)
<b>Grand Total</b>	<b>1,365 (100%)</b>

<sup>26</sup> Question 19 allowed respondents to select more than one answer.

## COAC 2013 Trade Efficiency Survey

Cross Tab by Industry - 19) What business impacts have resulted from holds that did not result in refusals<sup>27</sup>?

	Supply shortages/back-orders/failure to fulfill commitments to customers	Manufacturing delays/plant shutdowns	Delayed studies (e.g., clinical trials)	Loss of product (e.g., failure to maintain temperature controls at port, theft)	Increased port storage/demurrage expenses	Inventory planning issues (inability to effectively compute safety stock)	Increased administrative costs	Skipped	Total count
Ag & Prepared Products	30 (25%)	11 (9%)	1 (1%)	9 (7%)	29 (24%)	18 (15%)	24 (20%)	0 (0%)	122
Auto & Aerospace	39 (23%)	33 (19%)	2 (1%)	3 (2%)	33 (19%)	22 (13%)	34 (20%)	4 (2%)	170
Base Metals & Machinery	32 (26%)	20 (16%)	1 (1%)	3 (2%)	28 (22%)	17 (14%)	24 (19%)	0 (0%)	125
Consumer Products & Mass Merch.	60 (28%)	12 (6%)	1 (0%)	4 (2%)	53 (25%)	34 (16%)	46 (21%)	4 (2%)	214
Industrial & Manuf. Materials	20 (28%)	12 (17%)	0 (0%)	2 (3%)	13 (18%)	10 (14%)	14 (20%)	0 (0%)	71
IT & Consumer Electronics	26 (27%)	16 (17%)	2 (2%)	3 (3%)	17 (18%)	10 (11%)	19 (20%)	2 (2%)	95
Petroleum, Natural Gas & Minerals	4 (36%)	1 (9%)	0 (0%)	0 (0%)	2 (18%)	1 (9%)	3 (27%)	0 (0%)	11
Pharma, Health & Chemicals	24 (18%)	20 (15%)	12 (9%)	11 (8%)	21 (16%)	19 (15%)	23 (18%)	1 (1%)	131
Textiles, Wearing Apparel & Footwear	54 (30%)	8 (4%)	1 (1%)	4 (2%)	48 (27%)	22 (12%)	40 (22%)	3 (2%)	180
All	19 (17%)	14 (13%)	5 (5%)	9 (8%)	23 (21%)	13 (12%)	26 (23%)	2 (2%)	111
Other	40 (30%)	21 (16%)	2 (1%)	1 (1%)	28 (21%)	19 (14%)	21 (16%)	2 (1%)	134
<b>Grand Total</b>	<b>348 (26%)</b>	<b>168 (12%)</b>	<b>27 (2%)</b>	<b>49 (4%)</b>	<b>295 (22%)</b>	<b>185 (14%)</b>	<b>274 (20%)</b>	<b>18 (1%)</b>	<b>1364</b>

<sup>27</sup> Question 19 allowed respondents to select more than one answer.

## COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 19) What business impacts have resulted from holds that did not result in refusals<sup>28</sup>?

	Supply shortages/back-orders/failure to fulfill commitments to customers	Manufacturing delays/plant shutdowns	Delayed studies (e.g., clinical trials)	Loss of product (e.g., failure to maintain temperature controls at port, theft)	Increased port storage/demurrage expenses	Inventory planning issues (inability to effectively compute safety stock)	Increased administrative costs	Skipped	Total count
Accounting or Financial Officer	1 (11%)	1 (11%)	0 (0%)	0 (0%)	2 (22%)	2 (22%)	3 (33%)	0 (0%)	9
Consultant	2 (20%)	2 (20%)	0 (0%)	2 (20%)	2 (20%)	1 (10%)	1 (10%)	0 (0%)	10
Customs Attorney	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	0 (0%)	2
Customs Compliance Officer	25 (25%)	12 (12%)	3 (3%)	3 (3%)	19 (19%)	17 (17%)	22 (22%)	0 (0%)	101
Exporter	1 (33%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	3
Freight Forwarder	20 (29%)	5 (7%)	1 (1%)	2 (3%)	20 (29%)	5 (7%)	15 (21%)	2 (3%)	70
Importer	147 (29%)	48 (9%)	7 (1%)	17 (3%)	116 (23%)	70 (14%)	99 (19%)	5 (1%)	509
Importer/Exporter	79 (24%)	56 (17%)	7 (2%)	12 (4%)	61 (19%)	49 (15%)	57 (17%)	5 (2%)	326
Licensed Customs Broker	34 (17%)	29 (14%)	7 (3%)	10 (5%)	45 (22%)	22 (11%)	48 (24%)	6 (3%)	201
Logistics Officer or Supply Chain Officer	32 (35%)	6 (7%)	1 (1%)	3 (3%)	18 (20%)	13 (14%)	18 (20%)	0 (0%)	91
Other	7 (18%)	9 (23%)	1 (3%)	0 (0%)	9 (23%)	5 (13%)	9 (23%)	0 (0%)	40
<b>Grand Total</b>	<b>348 (26%)</b>	<b>168 (12%)</b>	<b>27 (2%)</b>	<b>49 (4%)</b>	<b>294 (22%)</b>	<b>185 (14%)</b>	<b>273 (20%)</b>	<b>18 (1%)</b>	<b>1362</b>

<sup>28</sup> Question 19 allowed respondents to select more than one answer.

## COAC 2013 Trade Efficiency Survey

20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	303 (61%)	69 (14%)	38 (8%)	90 (18%)	500
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	322 (64%)	66 (13%)	20 (4%)	92 (18%)	500
Better communication with brokerage team	136 (27%)	159 (32%)	105 (21%)	100 (20%)	500
Better communication with PGAs	125 (25%)	86 (17%)	200 (40%)	89 (18%)	500
Other	5 (1%)	5 (1%)	224 (45%)	266 (53%)	500

Cross Tab by Industry - 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Ag & Prepared Products

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	33 (72%)	8 (17%)	1 (2%)	4 (9%)	46
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	28 (61%)	6 (13%)	5 (11%)	7 (15%)	46
Better communication with brokerage team	19 (41%)	13 (28%)	11 (24%)	3 (7%)	46
Better communication with PGAs	8 (17%)	11 (24%)	21 (46%)	6 (13%)	46
Other	1 (2%)	1 (2%)	21 (46%)	23 (50%)	46

Cont. 1 -- 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Auto & Aerospace

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	34 (56%)	8 (13%)	5 (8%)	14 (23%)	61
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	37 (61%)	11 (18%)	3 (5%)	10 (16%)	61
Better communication with brokerage team	23 (38%)	12 (20%)	14 (23%)	12 (20%)	61
Better communication with PGAs	14 (23%)	12 (20%)	22 (36%)	13 (21%)	61
Other	0 (0%)	2 (3%)	30 (49%)	29 (48%)	61

#### Base Metals & Machinery

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	22 (52%)	7 (17%)	2 (5%)	11 (26%)	42
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	27 (64%)	4 (10%)	2 (5%)	9 (21%)	42
Better communication with brokerage team	13 (31%)	15 (36%)	4 (10%)	10 (24%)	42
Better communication with PGAs	10 (24%)	8 (19%)	14 (33%)	10 (24%)	42
Other	1 (2%)	1 (2%)	13 (31%)	27 (64%)	42

Cont. 2 -- 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Consumer Products & Mass Merch.**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	54 (67%)	11 (14%)	6 (7%)	10 (12%)	81
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	57 (70%)	14 (17%)	1 (1%)	9 (11%)	81
Better communication with brokerage team	23 (28%)	27 (33%)	17 (21%)	14 (17%)	81
Better communication with PGAs	17 (21%)	14 (17%)	39 (48%)	11 (14%)	81
Other	0 (0%)	0 (0%)	38 (47%)	43 (53%)	81

**Industrial & Manuf. Materials**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	16 (55%)	7 (24%)	1 (3%)	5 (17%)	29
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	19 (66%)	3 (10%)	0 (0%)	7 (24%)	29
Better communication with brokerage team	6 (21%)	9 (31%)	5 (17%)	9 (31%)	29
Better communication with PGAs	8 (28%)	2 (7%)	14 (48%)	5 (17%)	29
Other	0 (0%)	0 (0%)	11 (38%)	18 (62%)	29



Cont. 3 -- 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### IT & Consumer Electronics

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	19 (56%)	4 (12%)	4 (12%)	7 (21%)	34
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	18 (53%)	8 (24%)	3 (9%)	5 (15%)	34
Better communication with brokerage team	13 (38%)	8 (24%)	10 (29%)	3 (9%)	34
Better communication with PGAs	10 (29%)	7 (21%)	10 (29%)	7 (21%)	34
Other	0 (0%)	0 (0%)	21 (62%)	13 (38%)	34

#### Petroleum, Natural Gas & Minerals

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	3 (75%)	0 (0%)	0 (0%)	1 (25%)	4
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	2 (50%)	2 (50%)	0 (0%)	0 (0%)	4
Better communication with brokerage team	3 (75%)	1 (25%)	0 (0%)	0 (0%)	4
Better communication with PGAs	0 (0%)	0 (0%)	2 (50%)	2 (50%)	4
Other	0 (0%)	0 (0%)	1 (25%)	3 (75%)	4

Cont. 4 -- 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Pharma, Health & Chemicals**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	16 (47%)	7 (21%)	6 (18%)	5 (15%)	34
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	23 (68%)	5 (15%)	1 (3%)	5 (15%)	34
Better communication with brokerage team	6 (18%)	13 (38%)	10 (29%)	5 (15%)	34
Better communication with PGAs	17 (50%)	2 (6%)	11 (32%)	4 (12%)	34
Other	0 (0%)	0 (0%)	18 (53%)	16 (47%)	34

**Textiles, Wearing Apparel & Footwear**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	54 (72%)	6 (8%)	4 (5%)	11 (15%)	75
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	44 (59%)	5 (7%)	4 (5%)	22 (29%)	75
Better communication with brokerage team	13 (17%)	27 (36%)	13 (17%)	22 (29%)	75
Better communication with PGAs	15 (20%)	12 (16%)	29 (39%)	19 (25%)	75
Other	2 (3%)	0 (0%)	27 (36%)	46 (61%)	75

Cont. 5 -- 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

All

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	22 (58%)	6 (16%)	4 (11%)	6 (16%)	38
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	27 (71%)	5 (13%)	1 (3%)	5 (13%)	38
Better communication with brokerage team	6 (16%)	10 (26%)	15 (39%)	7 (18%)	38
Better communication with PGAs	14 (37%)	11 (29%)	12 (32%)	1 (3%)	38
Other	0 (0%)	0 (0%)	19 (50%)	19 (50%)	38

Other

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	30 (54%)	5 (9%)	5 (9%)	16 (29%)	56
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	40 (71%)	3 (5%)	0 (0%)	13 (23%)	56
Better communication with brokerage team	11 (20%)	24 (43%)	6 (11%)	15 (27%)	56
Better communication with PGAs	12 (21%)	7 (13%)	26 (46%)	11 (20%)	56
Other	1 (2%)	1 (2%)	25 (45%)	29 (52%)	56

**Cross Tab by Job Type - 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.**

**Accounting or Financial Officer**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	1 (25%)	0 (0%)	0 (0%)	3 (75%)	4
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	2 (50%)	1 (25%)	0 (0%)	1 (25%)	4
Better communication with brokerage team	1 (25%)	0 (0%)	1 (25%)	2 (50%)	4
Better communication with PGAs	1 (25%)	1 (25%)	0 (0%)	2 (50%)	4
Other	0 (0%)	1 (25%)	1 (25%)	2 (50%)	4

**Consultant**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
Better communication with brokerage team	0 (0%)	2 (100%)	0 (0%)	0 (0%)	2
Better communication with PGAs	0 (0%)	0 (0%)	2 (100%)	0 (0%)	2
Other	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2

Cont. 1 -- 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Customs Attorney

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Better communication with brokerage team	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Better communication with PGAs	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Other	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

#### Customs Compliance Officer

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	17 (59%)	4 (14%)	2 (7%)	6 (21%)	29
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	18 (62%)	6 (21%)	0 (0%)	5 (17%)	29
Better communication with brokerage team	7 (24%)	8 (28%)	9 (31%)	5 (17%)	29
Better communication with PGAs	12 (41%)	5 (17%)	10 (34%)	2 (7%)	29
Other	0 (0%)	0 (0%)	15 (52%)	14 (48%)	29

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Exporter

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Better communication with brokerage team	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Better communication with PGAs	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
Other	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

### Freight Forwarder

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	21 (60%)	5 (14%)	4 (11%)	5 (14%)	35
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	18 (51%)	6 (17%)	1 (3%)	10 (29%)	35
Better communication with brokerage team	13 (37%)	6 (17%)	0 (0%)	16 (46%)	35
Better communication with PGAs	4 (11%)	5 (14%)	13 (37%)	13 (37%)	35
Other	0 (0%)	0 (0%)	10 (29%)	25 (71%)	35

Cont. 3 -- 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Importer**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	125 (67%)	25 (13%)	10 (5%)	27 (14%)	187
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	127 (68%)	26 (14%)	8 (4%)	26 (14%)	187
Better communication with brokerage team	54 (29%)	70 (37%)	38 (20%)	25 (13%)	187
Better communication with PGAs	36 (19%)	31 (17%)	91 (49%)	29 (16%)	187
Other	1 (1%)	1 (1%)	93 (50%)	92 (49%)	187

**Importer/Exporter**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	66 (61%)	14 (13%)	8 (7%)	20 (19%)	108
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	65 (60%)	13 (12%)	8 (7%)	22 (20%)	108
Better communication with brokerage team	25 (23%)	39 (36%)	21 (19%)	23 (21%)	108
Better communication with PGAs	29 (27%)	16 (15%)	43 (40%)	20 (19%)	108
Other	3 (3%)	2 (2%)	49 (45%)	54 (50%)	108

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Licensed Customs Broker

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	38 (49%)	13 (17%)	10 (13%)	17 (22%)	78
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	57 (73%)	6 (8%)	3 (4%)	12 (15%)	78
Better communication with brokerage team	16 (21%)	19 (24%)	28 (36%)	15 (19%)	78
Better communication with PGAs	29 (37%)	22 (28%)	17 (22%)	10 (13%)	78
Other	1 (1%)	1 (1%)	28 (36%)	48 (62%)	78

### Logistics Officer or Supply Chain Officer

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	23 (59%)	4 (10%)	3 (8%)	9 (23%)	39
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	24 (62%)	5 (13%)	0 (0%)	10 (26%)	39
Better communication with brokerage team	15 (38%)	12 (31%)	4 (10%)	8 (21%)	39
Better communication with PGAs	6 (15%)	6 (15%)	18 (46%)	9 (23%)	39
Other	0 (0%)	0 (0%)	20 (51%)	19 (49%)	39



Cont. 5 -- 20) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

Other

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	9 (60%)	3 (20%)	1 (7%)	2 (13%)	15
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	7 (47%)	3 (20%)	0 (0%)	5 (33%)	15
Better communication with brokerage team	4 (27%)	3 (20%)	3 (20%)	5 (33%)	15
Better communication with PGAs	7 (47%)	0 (0%)	6 (40%)	2 (13%)	15
Other	0 (0%)	0 (0%)	7 (47%)	8 (53%)	15

21) Was your company's cargo stopped for examination during 2012<sup>29</sup>?

Option	Total Count
Yes	558 (72%)
No	144 (19%)
Do not know	73 (9%)
Skipped	0 (0%)
<b>Grand Total</b>	<b>775 (100%)</b>

<sup>29</sup> Questions 22 through 27 were not applicable to respondents who answered either "No" or "Do not know" to question 21.

## COAC 2013 Trade Efficiency Survey

Cross Tab by Industry – 21) Was your company's cargo stopped for examination during 2012<sup>30</sup>?

	Yes	No	Do not know	Skipped	Total count
Ag & Prepared Products	49 (74%)	10 (15%)	7 (11%)	0 (0%)	66
Auto & Aerospace	70 (68%)	26 (25%)	7 (7%)	0 (0%)	103
Base Metals & Machinery	45 (69%)	13 (20%)	7 (11%)	0 (0%)	65
Consumer Products & Mass Merch.	97 (82%)	12 (10%)	9 (8%)	0 (0%)	118
Industrial & Manuf. Materials	38 (72%)	12 (23%)	3 (6%)	0 (0%)	53
IT & Consumer Electronics	35 (60%)	12 (21%)	11 (19%)	0 (0%)	58
Petroleum, Natural Gas & Minerals	6 (67%)	2 (22%)	1 (11%)	0 (0%)	9
Pharma, Health & Chemicals	29 (71%)	7 (17%)	5 (12%)	0 (0%)	41
Textiles, Wearing Apparel & Footwear	87 (83%)	14 (13%)	4 (4%)	0 (0%)	105
All	41 (68%)	14 (23%)	5 (8%)	0 (0%)	60
Other (please describe)	61 (63%)	22 (23%)	14 (14%)	0 (0%)	97
<b>Grand Total</b>	<b>558 (72%)</b>	<b>144 (19%)</b>	<b>73 (9%)</b>	<b>0 (0%)</b>	<b>775</b>

<sup>30</sup> Questions 22 through 27 were not applicable to respondents who answered either “No” or “Do not know” to question 21.

Cross Tab by Job Type - 21) Was your company's cargo stopped for examination during 2012<sup>31</sup>?

	Yes	No	Do not know	Skipped	Total count
Accounting or Financial Officer	4 (57%)	2 (29%)	1 (14%)	0 (0%)	7
Consultant	3 (43%)	3 (43%)	1 (14%)	0 (0%)	7
Customs Attorney	2 (67%)	1 (33%)	0 (0%)	0 (0%)	3
Customs Compliance Officer	31 (79%)	7 (18%)	1 (3%)	0 (0%)	39
Exporter	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Freight Forwarder	41 (69%)	13 (22%)	5 (8%)	0 (0%)	59
Importer	224 (80%)	33 (12%)	24 (9%)	0 (0%)	281
Importer/Exporter	114 (71%)	29 (18%)	17 (11%)	0 (0%)	160
Licensed Customs Broker	79 (75%)	23 (22%)	4 (4%)	0 (0%)	106
Logistics Officer or Supply Chain Officer	33 (52%)	19 (30%)	11 (17%)	0 (0%)	63
Other (please describe)	25 (54%)	13 (28%)	8 (17%)	0 (0%)	46
<b>Grand Total</b>	<b>557 (72%)</b>	<b>144 (19%)</b>	<b>72 (9%)</b>	<b>0 (0%)</b>	<b>773</b>

<sup>31</sup> Questions 22 through 27 were not applicable to respondents who answered either “No” or “Do not know” to question 21.

## COAC 2013 Trade Efficiency Survey

22) If your cargo was stopped for an exam in 2012, please list the number of times stopped:

Option	Total Count
Less than 5	182 (33%)
5 to 9	115 (21%)
10 to 19	87 (16%)
20 to 29	35 (6%)
30 to 39	15 (3%)
40 or more	74 (13%)
Do not know	49 (9%)
Skipped	1 (0%)
<b>Grand Total</b>	<b>558 (100%)</b>

Cross Tab by Industry - 22) If your cargo was stopped for an exam in 2012, please list the number of times stopped:

	<5	5 to 9	10 to 19	20 to 29	30 to 39	≥40	Do not know	Skipped	Total count
Ag & Prepared Products	12 (24%)	13 (27%)	11 (22%)	1 (2%)	0 (0%)	8 (16%)	4 (8%)	0 (0%)	49
Auto & Aerospace	25 (36%)	11 (16%)	10 (14%)	5 (7%)	1 (1%)	9 (13%)	9 (13%)	0 (0%)	70
Base Metals & Machinery	18 (40%)	7 (16%)	8 (18%)	5 (11%)	1 (2%)	3 (7%)	3 (7%)	0 (0%)	45
Consumer Products & Mass Merch.	31 (32%)	20 (21%)	18 (19%)	4 (4%)	2 (2%)	16 (16%)	6 (6%)	0 (0%)	97
Industrial & Manuf. Materials	8 (21%)	11 (29%)	9 (24%)	3 (8%)	2 (5%)	2 (5%)	3 (8%)	0 (0%)	38
IT & Consumer Electronics	21 (60%)	4 (11%)	2 (6%)	1 (3%)	2 (6%)	3 (9%)	2 (6%)	0 (0%)	35
Petroleum, Natural Gas & Minerals	2 (33%)	2 (33%)	0 (0%)	1 (17%)	0 (0%)	0 (0%)	1 (17%)	0 (0%)	6
Pharma, Health & Chemicals	11 (38%)	7 (24%)	2 (7%)	1 (3%)	1 (3%)	3 (10%)	4 (14%)	0 (0%)	29
Textiles, Wearing Apparel & Footwear	33 (38%)	21 (24%)	14 (16%)	4 (5%)	2 (2%)	7 (8%)	5 (6%)	1 (1%)	87
All	3 (7%)	2 (5%)	4 (10%)	7 (17%)	3 (7%)	15 (37%)	7 (17%)	0 (0%)	41
Other	18 (30%)	17 (28%)	9 (15%)	3 (5%)	1 (2%)	8 (13%)	5 (8%)	0 (0%)	61
<b>Grand Total</b>	<b>182 (33%)</b>	<b>115 (21%)</b>	<b>87 (16%)</b>	<b>35 (6%)</b>	<b>15 (3%)</b>	<b>74 (13%)</b>	<b>49 (9%)</b>	<b>1 (0%)</b>	<b>558</b>

Cross Tab by Job Type - 22) If your cargo was stopped for an exam in 2012, please list the number of times stopped:

	<5	5 to 9	10 to 19	20 to 29	30 to 39	≥40	Do not know	Skipped	Total count
Accounting or Financial Officer	1 (25%)	1 (25%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	0 (0%)	4
Consultant	1 (33%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3
Customs Attorney	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2
Customs Compliance Officer	10 (32%)	7 (23%)	4 (13%)	2 (6%)	0 (0%)	5 (16%)	3 (10%)	0 (0%)	31
Exporter	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Freight Forwarder	15 (37%)	5 (12%)	2 (5%)	8 (20%)	1 (2%)	9 (22%)	1 (2%)	0 (0%)	41
Importer	81 (36%)	50 (22%)	44 (20%)	6 (3%)	5 (2%)	19 (8%)	18 (8%)	1 (0%)	224
Importer/Exporter	44 (39%)	26 (23%)	17 (15%)	7 (6%)	2 (2%)	8 (7%)	10 (9%)	0 (0%)	114
Licensed Customs Broker	9 (11%)	9 (11%)	9 (11%)	6 (8%)	5 (6%)	27 (34%)	14 (18%)	0 (0%)	79
Logistics Officer or Supply Chain Officer	11 (33%)	9 (27%)	5 (15%)	4 (12%)	1 (3%)	2 (6%)	1 (3%)	0 (0%)	33
Other	8 (32%)	7 (28%)	3 (12%)	2 (8%)	0 (0%)	4 (16%)	1 (4%)	0 (0%)	25
<b>Grand Total</b>	<b>182 (33%)</b>	<b>115 (21%)</b>	<b>86 (15%)</b>	<b>35 (6%)</b>	<b>15 (3%)</b>	<b>74 (13%)</b>	<b>49 (9%)</b>	<b>1 (0%)</b>	<b>557</b>

COAC 2013 Trade Efficiency Survey

23) If your cargo was stopped for an exam in 2012, what percentage of your total shipments does that represent? i.e., If there were 12,500 shipments, and 100 were stopped last year, 0.8% of shipments were stopped.

Option	Total Count
Less than 0.25%	235 (42%)
0.25% to 0.49%	75 (13%)
0.50% to 0.99%	41 (7%)
1.00% to 2.99%	78 (14%)
3.00% to 4.99%	32 (6%)
5.00% or more	26 (5%)
N/A	5 (1%)
Do not know	63 (11%)
Skipped	3 (1%)
<b>Grand Total</b>	<b>558 (100%)</b>

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Industry - 23) If your cargo was stopped for an exam in 2012, what percentage of your total shipments does that represent? i.e., If there were 12,500 shipments, and 100 were stopped last year, 0.8% of shipments were stopped.**

	<0.25%	0.25% to 0.49%	0.50% to 0.99%	1.00% to 2.99%	3.00% to 4.99%	0.25% to 0.49%	≥5.00%	Do not know	Skipped	Total count
Ag & Prepared Products	18 (37%)	7 (14%)	3 (6%)	6 (12%)	5 (10%)	5 (10%)	0 (0%)	5 (10%)	0 (0%)	49
Auto & Aerospace	35 (50%)	6 (9%)	5 (7%)	11 (16%)	1 (1%)	2 (3%)	1 (1%)	9 (13%)	0 (0%)	70
Base Metals & Machinery	17 (38%)	8 (18%)	3 (7%)	7 (16%)	2 (4%)	1 (2%)	1 (2%)	6 (13%)	0 (0%)	45
Consumer Products & Mass Merch.	46 (47%)	14 (14%)	5 (5%)	15 (15%)	5 (5%)	4 (4%)	0 (0%)	8 (8%)	0 (0%)	97
Industrial & Manuf. Materials	18 (47%)	7 (18%)	2 (5%)	5 (13%)	1 (3%)	1 (3%)	0 (0%)	4 (11%)	0 (0%)	38
IT & Consumer Electronics	21 (60%)	1 (3%)	4 (11%)	4 (11%)	1 (3%)	0 (0%)	0 (0%)	4 (11%)	0 (0%)	35
Petroleum, Natural Gas & Minerals	2 (33%)	0 (0%)	2 (33%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	0 (0%)	6
Pharma, Health & Chemicals	11 (38%)	5 (17%)	3 (10%)	1 (3%)	1 (3%)	1 (3%)	0 (0%)	6 (21%)	1 (3%)	29
Textiles, Wearing Apparel & Footwear	38 (44%)	12 (14%)	7 (8%)	15 (17%)	2 (2%)	3 (3%)	2 (2%)	7 (8%)	1 (1%)	87
All	8 (20%)	4 (10%)	4 (10%)	5 (12%)	7 (17%)	5 (12%)	1 (2%)	6 (15%)	1 (2%)	41
Other	21 (34%)	11 (18%)	3 (5%)	8 (13%)	7 (11%)	4 (7%)	0 (0%)	7 (11%)	0 (0%)	61
<b>Total</b>	<b>235 (42%)</b>	<b>75 (13%)</b>	<b>41 (7%)</b>	<b>78 (14%)</b>	<b>32 (6%)</b>	<b>26 (5%)</b>	<b>5 (1%)</b>	<b>63 (11%)</b>	<b>3 (1%)</b>	<b>558</b>

## COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 23) If your cargo was stopped for an exam in 2012, what percentage of your total shipments does that represent? i.e., If there were 12,500 shipments, and 100 were stopped last year, 0.8% of shipments were stopped.

	<0.25%	0.25% to 0.49%	0.50% to 0.99%	1.00% to 2.99%	3.00% to 4.99%	0.25% to 0.49%	≥5.00%	Do not know	Skipped	Total count
Accounting or Financial Officer	1 (25%)	2 (50%)	0 (0%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4
Consultant	1 (33%)	0 (0%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3
Customs Attorney	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Customs Compliance Officer	11 (35%)	8 (26%)	5 (16%)	2 (6%)	1 (3%)	1 (3%)	0 (0%)	3 (10%)	0 (0%)	31
Exporter	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Freight Forwarder	21 (51%)	1 (2%)	2 (5%)	7 (17%)	3 (7%)	3 (7%)	0 (0%)	4 (10%)	0 (0%)	41
Importer	96 (43%)	30 (13%)	10 (4%)	37 (17%)	13 (6%)	9 (4%)	0 (0%)	27 (12%)	2 (1%)	224
Importer/Exporter	62 (54%)	15 (13%)	11 (10%)	12 (11%)	4 (4%)	1 (1%)	0 (0%)	9 (8%)	0 (0%)	114
Licensed Customs Broker	18 (23%)	13 (16%)	7 (9%)	8 (10%)	5 (6%)	9 (11%)	4 (5%)	14 (18%)	1 (1%)	79
Logistics Officer or Supply Chain Officer	10 (30%)	5 (15%)	4 (12%)	7 (21%)	4 (12%)	1 (3%)	0 (0%)	2 (6%)	0 (0%)	33
Other	12 (48%)	1 (4%)	1 (4%)	3 (12%)	2 (8%)	2 (8%)	1 (4%)	3 (12%)	0 (0%)	25
<b>Total</b>	<b>235 (42%)</b>	<b>75 (13%)</b>	<b>41 (7%)</b>	<b>78 (14%)</b>	<b>32 (6%)</b>	<b>26 (5%)</b>	<b>5 (1%)</b>	<b>62 (11%)</b>	<b>3 (1%)</b>	<b>557</b>



## COAC 2013 Trade Efficiency Survey

**24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.**

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	56 (10%)	33 (6%)	63 (11%)	63 (11%)	32 (6%)	60 (11%)	155 (28%)	96 (17%)	558
<b>2</b>	31 (6%)	32 (6%)	47 (8%)	31 (6%)	29 (5%)	37 (7%)	54 (10%)	297 (53%)	558
<b>3</b>	29 (5%)	26 (5%)	21 (4%)	31 (6%)	26 (5%)	24 (4%)	17 (3%)	384 (69%)	558
<b>4</b>	22 (4%)	23 (4%)	13 (2%)	27 (5%)	15 (3%)	17 (3%)	16 (3%)	425 (76%)	558
<b>5</b>	18 (3%)	22 (4%)	20 (4%)	20 (4%)	19 (3%)	18 (3%)	15 (3%)	426 (76%)	558
<b>6</b>	25 (4%)	23 (4%)	22 (4%)	21 (4%)	15 (3%)	20 (4%)	24 (4%)	408 (73%)	558
<b>7</b>	16 (3%)	12 (2%)	41 (7%)	24 (4%)	16 (3%)	27 (5%)	54 (10%)	368 (66%)	558

**Cross Tab by Industry - 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.**

### Ag & Prepared Products

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	9 (18%)	3 (6%)	5 (10%)	6 (12%)	5 (10%)	4 (8%)	10 (20%)	7 (14%)	49
<b>2</b>	6 (12%)	3 (6%)	4 (8%)	5 (10%)	2 (4%)	6 (12%)	3 (6%)	20 (41%)	49
<b>3</b>	2 (4%)	3 (6%)	1 (2%)	4 (8%)	5 (10%)	3 (6%)	2 (4%)	29 (59%)	49
<b>4</b>	1 (2%)	0 (0%)	1 (2%)	3 (6%)	1 (2%)	2 (4%)	4 (8%)	37 (76%)	49
<b>5</b>	3 (6%)	2 (4%)	1 (2%)	1 (2%)	2 (4%)	2 (4%)	0 (0%)	38 (78%)	49
<b>6</b>	3 (6%)	1 (2%)	2 (4%)	1 (2%)	0 (0%)	2 (4%)	2 (4%)	38 (78%)	49
<b>7</b>	1 (2%)	1 (2%)	5 (10%)	1 (2%)	0 (0%)	3 (6%)	3 (6%)	35 (71%)	49

### Auto & Aerospace

COAC 2013 Trade Efficiency Survey

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	9 (13%)	6 (9%)	1 (1%)	8 (11%)	4 (6%)	11 (16%)	19 (27%)	12 (17%)	70
<b>2</b>	2 (3%)	3 (4%)	6 (9%)	2 (3%)	6 (9%)	2 (3%)	8 (11%)	41 (59%)	70
<b>3</b>	1 (1%)	8 (11%)	2 (3%)	7 (10%)	1 (1%)	6 (9%)	0 (0%)	45 (64%)	70
<b>4</b>	5 (7%)	0 (0%)	1 (1%)	2 (3%)	3 (4%)	3 (4%)	1 (1%)	55 (79%)	70
<b>5</b>	1 (1%)	2 (3%)	4 (6%)	2 (3%)	3 (4%)	2 (3%)	1 (1%)	55 (79%)	70
<b>6</b>	2 (3%)	3 (4%)	5 (7%)	2 (3%)	3 (4%)	2 (3%)	3 (4%)	50 (71%)	70
<b>7</b>	1 (1%)	3 (4%)	0 (0%)	2 (3%)	2 (3%)	9 (13%)	7 (10%)	46 (66%)	70

## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.

### Base Metals & Machinery

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	4 (9%)	3 (7%)	3 (7%)	7 (16%)	1 (2%)	2 (4%)	17 (38%)	8 (18%)	45
2	2 (4%)	6 (13%)	5 (11%)	1 (2%)	2 (4%)	2 (4%)	7 (16%)	20 (44%)	45
3	5 (11%)	2 (4%)	3 (7%)	1 (2%)	2 (4%)	0 (0%)	1 (2%)	31 (69%)	45
4	1 (2%)	2 (4%)	3 (7%)	2 (4%)	1 (2%)	2 (4%)	0 (0%)	34 (76%)	45
5	2 (4%)	1 (2%)	0 (0%)	5 (11%)	2 (4%)	0 (0%)	2 (4%)	33 (73%)	45
6	0 (0%)	2 (4%)	2 (4%)	0 (0%)	2 (4%)	4 (9%)	0 (0%)	35 (78%)	45
7	1 (2%)	0 (0%)	2 (4%)	3 (7%)	1 (2%)	2 (4%)	4 (9%)	32 (71%)	45

### Consumer Products & Mass Merch.

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	12 (12%)	5 (5%)	11 (11%)	6 (6%)	6 (6%)	10 (10%)	28 (29%)	19 (20%)	97
2	4 (4%)	6 (6%)	5 (5%)	1 (1%)	5 (5%)	6 (6%)	10 (10%)	60 (62%)	97
3	3 (3%)	5 (5%)	7 (7%)	7 (7%)	3 (3%)	1 (1%)	3 (3%)	68 (70%)	97
4	5 (5%)	8 (8%)	3 (3%)	5 (5%)	0 (0%)	3 (3%)	1 (1%)	72 (74%)	97
5	3 (3%)	6 (6%)	2 (2%)	1 (1%)	4 (4%)	1 (1%)	5 (5%)	75 (77%)	97
6	3 (3%)	2 (2%)	2 (2%)	8 (8%)	4 (4%)	1 (1%)	6 (6%)	71 (73%)	97
7	3 (3%)	1 (1%)	8 (8%)	5 (5%)	1 (1%)	6 (6%)	11 (11%)	62 (64%)	97

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.

### Industrial & Manuf. Materials

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	4 (11%)	6 (16%)	4 (11%)	4 (11%)	1 (3%)	5 (13%)	8 (21%)	6 (16%)	38
2	2 (5%)	2 (5%)	4 (11%)	4 (11%)	2 (5%)	3 (8%)	3 (8%)	18 (47%)	38
3	2 (5%)	1 (3%)	2 (5%)	0 (0%)	2 (5%)	4 (11%)	2 (5%)	25 (66%)	38
4	1 (3%)	2 (5%)	1 (3%)	2 (5%)	2 (5%)	0 (0%)	2 (5%)	28 (74%)	38
5	2 (5%)	2 (5%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	29 (76%)	38
6	3 (8%)	1 (3%)	4 (11%)	0 (0%)	1 (3%)	0 (0%)	1 (3%)	28 (74%)	38
7	0 (0%)	1 (3%)	3 (8%)	1 (3%)	0 (0%)	1 (3%)	3 (8%)	29 (76%)	38

### IT & Consumer Electronics

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	2 (6%)	0 (0%)	1 (3%)	3 (9%)	3 (9%)	5 (14%)	16 (46%)	5 (14%)	35
2	2 (6%)	2 (6%)	2 (6%)	2 (6%)	0 (0%)	4 (11%)	1 (3%)	22 (63%)	35
3	3 (9%)	1 (3%)	1 (3%)	1 (3%)	0 (0%)	0 (0%)	2 (6%)	27 (77%)	35
4	0 (0%)	0 (0%)	2 (6%)	0 (0%)	0 (0%)	2 (6%)	2 (6%)	29 (83%)	35
5	0 (0%)	2 (6%)	2 (6%)	1 (3%)	1 (3%)	1 (3%)	0 (0%)	28 (80%)	35
6	1 (3%)	1 (3%)	0 (0%)	0 (0%)	2 (6%)	1 (3%)	2 (6%)	28 (80%)	35
7	0 (0%)	0 (0%)	1 (3%)	3 (9%)	1 (3%)	0 (0%)	1 (3%)	29 (83%)	35

## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.

### Petroleum, Natural Gas & Minerals

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	0 (0%)	1 (17%)	0 (0%)	1 (17%)	2 (33%)	0 (0%)	1 (17%)	1 (17%)	6
2	1 (17%)	0 (0%)	2 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (50%)	6
3	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	1 (17%)	3 (50%)	6
4	0 (0%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	4 (67%)	6
5	0 (0%)	1 (17%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (67%)	6
6	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	1 (17%)	0 (0%)	4 (67%)	6
7	0 (0%)	0 (0%)	1 (17%)	0 (0%)	1 (17%)	1 (17%)	0 (0%)	3 (50%)	6

### Pharma, Health & Chemicals

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	1 (3%)	2 (7%)	4 (14%)	4 (14%)	1 (3%)	3 (10%)	7 (24%)	7 (24%)	29
2	4 (14%)	1 (3%)	3 (10%)	0 (0%)	1 (3%)	3 (10%)	3 (10%)	14 (48%)	29
3	1 (3%)	0 (0%)	0 (0%)	1 (3%)	4 (14%)	1 (3%)	1 (3%)	21 (72%)	29
4	1 (3%)	1 (3%)	0 (0%)	1 (3%)	0 (0%)	1 (3%)	2 (7%)	23 (79%)	29
5	1 (3%)	1 (3%)	1 (3%)	0 (0%)	2 (7%)	1 (3%)	0 (0%)	23 (79%)	29
6	4 (14%)	2 (7%)	1 (3%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)	21 (72%)	29
7	3 (10%)	2 (7%)	4 (14%)	2 (7%)	1 (3%)	0 (0%)	0 (0%)	17 (59%)	29

# COAC 2013 Trade Efficiency Survey

Cont. 4 -- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.

## Textiles, Wearing Apparel & Footwear

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	3 (3%)	1 (1%)	20 (23%)	10 (11%)	0 (0%)	8 (9%)	28 (32%)	17 (20%)	87
2	3 (3%)	3 (3%)	7 (8%)	7 (8%)	4 (5%)	2 (2%)	10 (11%)	51 (59%)	87
3	2 (2%)	2 (2%)	1 (1%)	3 (3%)	4 (5%)	1 (1%)	3 (3%)	71 (82%)	87
4	2 (2%)	3 (3%)	0 (0%)	2 (2%)	1 (1%)	1 (1%)	1 (1%)	77 (89%)	87
5	2 (2%)	2 (2%)	2 (2%)	1 (1%)	1 (1%)	2 (2%)	2 (2%)	75 (86%)	87
6	3 (3%)	3 (3%)	1 (1%)	3 (3%)	1 (1%)	3 (3%)	3 (3%)	70 (80%)	87
7	3 (3%)	0 (0%)	5 (6%)	3 (3%)	2 (2%)	4 (5%)	11 (13%)	59 (68%)	87

## All

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	6 (15%)	1 (2%)	6 (15%)	3 (7%)	7 (17%)	6 (15%)	7 (17%)	5 (12%)	41
2	2 (5%)	3 (7%)	3 (7%)	6 (15%)	3 (7%)	5 (12%)	4 (10%)	15 (37%)	41
3	6 (15%)	2 (5%)	1 (2%)	5 (12%)	3 (7%)	3 (7%)	1 (2%)	20 (49%)	41
4	4 (10%)	5 (12%)	1 (2%)	5 (12%)	3 (7%)	1 (2%)	1 (2%)	21 (51%)	41
5	3 (7%)	1 (2%)	3 (7%)	5 (12%)	1 (2%)	4 (10%)	3 (7%)	21 (51%)	41
6	2 (5%)	4 (10%)	1 (2%)	4 (10%)	1 (2%)	4 (10%)	5 (12%)	20 (49%)	41
7	2 (5%)	2 (5%)	9 (22%)	1 (2%)	3 (7%)	0 (0%)	5 (12%)	19 (46%)	41

## COAC 2013 Trade Efficiency Survey

**Cont. 5 -- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.**

### Other

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	6 (10%)	5 (8%)	8 (13%)	11 (18%)	2 (3%)	6 (10%)	14 (23%)	9 (15%)	61
<b>2</b>	3 (5%)	3 (5%)	6 (10%)	3 (5%)	4 (7%)	4 (7%)	5 (8%)	33 (54%)	61
<b>3</b>	3 (5%)	2 (3%)	3 (5%)	2 (3%)	2 (3%)	4 (7%)	1 (2%)	44 (72%)	61
<b>4</b>	2 (3%)	1 (2%)	1 (2%)	5 (8%)	4 (7%)	2 (3%)	1 (2%)	45 (74%)	61
<b>5</b>	1 (2%)	2 (3%)	3 (5%)	3 (5%)	2 (3%)	4 (7%)	1 (2%)	45 (74%)	61
<b>6</b>	4 (7%)	4 (7%)	4 (7%)	2 (3%)	0 (0%)	2 (3%)	2 (3%)	43 (70%)	61
<b>7</b>	2 (3%)	2 (3%)	3 (5%)	3 (5%)	4 (7%)	1 (2%)	9 (15%)	37 (61%)	61

**Cross Tab by job- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.**

### Accounting or Financial Officer

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	0 (0%)	0 (0%)	1 (25%)	0 (0%)	0 (0%)	1 (25%)	1 (25%)	1 (25%)	4
<b>2</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (100%)	4
<b>3</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (100%)	4
<b>4</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (100%)	4
<b>5</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (100%)	4
<b>6</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (100%)	4
<b>7</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (100%)	4

### Consultant

COAC 2013 Trade Efficiency Survey

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (67%)	1 (33%)	3
<b>2</b>	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	1 (33%)	0 (0%)	1 (33%)	3
<b>3</b>	0 (0%)	0 (0%)	0 (0%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	3
<b>4</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	1 (33%)	0 (0%)	1 (33%)	3
<b>5</b>	1 (33%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	3
<b>6</b>	1 (33%)	2 (67%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3
<b>7</b>	0 (0%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	3



## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.

### Customs Attorney

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	0 (0%)	2
2	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	2
3	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
4	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
5	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
6	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
7	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2

### Customs Compliance Officer

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	4 (13%)	4 (13%)	4 (13%)	5 (16%)	4 (13%)	3 (10%)	7 (23%)	0 (0%)	31
2	4 (13%)	2 (6%)	2 (6%)	1 (3%)	2 (6%)	4 (13%)	6 (19%)	10 (32%)	31
3	4 (13%)	1 (3%)	4 (13%)	1 (3%)	3 (10%)	1 (3%)	1 (3%)	16 (52%)	31
4	1 (3%)	1 (3%)	0 (0%)	4 (13%)	0 (0%)	1 (3%)	4 (13%)	20 (65%)	31
5	2 (6%)	2 (6%)	2 (6%)	0 (0%)	1 (3%)	2 (6%)	2 (6%)	20 (65%)	31
6	3 (10%)	3 (10%)	0 (0%)	0 (0%)	3 (10%)	2 (6%)	0 (0%)	20 (65%)	31
7	2 (6%)	0 (0%)	3 (10%)	4 (13%)	1 (3%)	1 (3%)	2 (6%)	18 (58%)	31

# COAC 2013 Trade Efficiency Survey

Cont. 2 -- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.

## Exporter

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
2	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
3	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
4	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
5	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
6	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
7	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

## Freight Forwarder

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	10 (24%)	3 (7%)	6 (15%)	3 (7%)	0 (0%)	5 (12%)	11 (27%)	3 (7%)	41
2	2 (5%)	3 (7%)	6 (15%)	2 (5%)	3 (7%)	2 (5%)	3 (7%)	20 (49%)	41
3	0 (0%)	3 (7%)	2 (5%)	2 (5%)	3 (7%)	2 (5%)	2 (5%)	27 (66%)	41
4	2 (5%)	1 (2%)	1 (2%)	3 (7%)	3 (7%)	2 (5%)	1 (2%)	28 (68%)	41
5	0 (0%)	3 (7%)	0 (0%)	2 (5%)	1 (2%)	3 (7%)	2 (5%)	30 (73%)	41
6	1 (2%)	0 (0%)	3 (7%)	3 (7%)	1 (2%)	2 (5%)	2 (5%)	29 (71%)	41
7	2 (5%)	0 (0%)	5 (12%)	1 (2%)	1 (2%)	2 (5%)	4 (10%)	26 (63%)	41

# COAC 2013 Trade Efficiency Survey

Cont. 3 -- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.

## Importer

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	17 (8%)	9 (4%)	28 (13%)	28 (13%)	6 (3%)	20 (9%)	72 (32%)	44 (20%)	224
2	9 (4%)	12 (5%)	14 (6%)	13 (6%)	12 (5%)	12 (5%)	18 (8%)	134 (60%)	224
3	10 (4%)	10 (4%)	4 (2%)	12 (5%)	8 (4%)	8 (4%)	6 (3%)	166 (74%)	224
4	5 (2%)	7 (3%)	6 (3%)	8 (4%)	3 (1%)	5 (2%)	5 (2%)	185 (83%)	224
5	4 (2%)	7 (3%)	7 (3%)	4 (2%)	9 (4%)	6 (3%)	4 (2%)	183 (82%)	224
6	11 (5%)	4 (2%)	6 (3%)	6 (3%)	4 (2%)	6 (3%)	12 (5%)	175 (78%)	224
7	8 (4%)	2 (1%)	12 (5%)	8 (4%)	4 (2%)	8 (4%)	27 (12%)	155 (69%)	224

## Importer/Exporter

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	9 (8%)	11 (10%)	10 (9%)	14 (12%)	5 (4%)	13 (11%)	31 (27%)	21 (18%)	114
2	9 (8%)	8 (7%)	10 (9%)	6 (5%)	7 (6%)	6 (5%)	11 (10%)	57 (50%)	114
3	5 (4%)	8 (7%)	4 (4%)	4 (4%)	1 (1%)	8 (7%)	3 (3%)	81 (71%)	114
4	8 (7%)	0 (0%)	1 (1%)	2 (2%)	4 (4%)	5 (4%)	3 (3%)	91 (80%)	114
5	2 (2%)	6 (5%)	5 (4%)	5 (4%)	3 (3%)	0 (0%)	0 (0%)	93 (82%)	114
6	6 (5%)	7 (6%)	5 (4%)	3 (3%)	3 (3%)	2 (2%)	2 (2%)	86 (75%)	114
7	1 (1%)	3 (3%)	7 (6%)	5 (4%)	5 (4%)	9 (8%)	6 (5%)	78 (68%)	114

## COAC 2013 Trade Efficiency Survey

**Cont. 4 -- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.**

### Licensed Customs Broker

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	9 (11%)	3 (4%)	8 (10%)	5 (6%)	12 (15%)	9 (11%)	14 (18%)	19 (24%)	79
<b>2</b>	4 (5%)	2 (3%)	10 (13%)	7 (9%)	3 (4%)	6 (8%)	9 (11%)	38 (48%)	79
<b>3</b>	4 (5%)	2 (3%)	4 (5%)	7 (9%)	7 (9%)	4 (5%)	2 (3%)	49 (62%)	79
<b>4</b>	4 (5%)	10 (13%)	3 (4%)	5 (6%)	3 (4%)	2 (3%)	2 (3%)	50 (63%)	79
<b>5</b>	6 (8%)	2 (3%)	4 (5%)	4 (5%)	4 (5%)	4 (5%)	4 (5%)	51 (65%)	79
<b>6</b>	1 (1%)	5 (6%)	4 (5%)	7 (9%)	2 (3%)	4 (5%)	6 (8%)	50 (63%)	79
<b>7</b>	3 (4%)	5 (6%)	8 (10%)	2 (3%)	2 (3%)	4 (5%)	8 (10%)	47 (59%)	79

### Logistics Officer or Supply Chain Officer

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	4 (12%)	1 (3%)	5 (15%)	5 (15%)	2 (6%)	3 (9%)	8 (24%)	5 (15%)	33
<b>2</b>	0 (0%)	4 (12%)	3 (9%)	1 (3%)	1 (3%)	3 (9%)	3 (9%)	18 (55%)	33
<b>3</b>	2 (6%)	1 (3%)	1 (3%)	2 (6%)	1 (3%)	1 (3%)	2 (6%)	23 (70%)	33
<b>4</b>	1 (3%)	0 (0%)	0 (0%)	2 (6%)	1 (3%)	1 (3%)	1 (3%)	27 (82%)	33
<b>5</b>	2 (6%)	0 (0%)	0 (0%)	2 (6%)	0 (0%)	2 (6%)	2 (6%)	25 (76%)	33
<b>6</b>	1 (3%)	1 (3%)	4 (12%)	2 (6%)	0 (0%)	2 (6%)	0 (0%)	23 (70%)	33
<b>7</b>	0 (0%)	1 (3%)	3 (9%)	4 (12%)	1 (3%)	0 (0%)	4 (12%)	20 (61%)	33

## COAC 2013 Trade Efficiency Survey

**Cont. 5 -- 24) Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.**

**Other**

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	3 (12%)	2 (8%)	1 (4%)	3 (12%)	2 (8%)	6 (24%)	7 (28%)	1 (4%)	25
<b>2</b>	3 (12%)	1 (4%)	2 (8%)	0 (0%)	1 (4%)	2 (8%)	4 (16%)	12 (48%)	25
<b>3</b>	4 (16%)	1 (4%)	2 (8%)	2 (8%)	2 (8%)	0 (0%)	1 (4%)	13 (52%)	25
<b>4</b>	1 (4%)	4 (16%)	2 (8%)	3 (12%)	0 (0%)	0 (0%)	0 (0%)	15 (60%)	25
<b>5</b>	1 (4%)	2 (8%)	1 (4%)	3 (12%)	1 (4%)	1 (4%)	0 (0%)	16 (64%)	25
<b>6</b>	1 (4%)	1 (4%)	0 (0%)	0 (0%)	2 (8%)	2 (8%)	2 (8%)	17 (68%)	25
<b>7</b>	0 (0%)	0 (0%)	2 (8%)	0 (0%)	2 (8%)	2 (8%)	3 (12%)	16 (64%)	25

**25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.**

	1	2	3	Skipped	Total count
<b>Physical examination of cargo</b>	132 (24%)	259 (46%)	106 (19%)	61 (11%)	558
<b>Non-Intrusive Inspection (X-ray technologies, etc)</b>	157 (28%)	144 (26%)	190 (34%)	67 (12%)	558
<b>Other</b>	151 (27%)	15 (3%)	88 (16%)	304 (54%)	558

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Industry - 25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.**

### Ag & Prepared Products

	1	2	3	Skipped	Total count
Physical examination of cargo	12 (24%)	22 (45%)	11 (22%)	4 (8%)	49
Non-Intrusive Inspection (X-ray technologies, etc)	10 (20%)	16 (33%)	22 (45%)	1 (2%)	49
Other	22 (45%)	2 (4%)	10 (20%)	15 (31%)	49

### Auto & Aerospace

	1	2	3	Skipped	Total count
Physical examination of cargo	14 (20%)	33 (47%)	17 (24%)	6 (9%)	70
Non-Intrusive Inspection (X-ray technologies, etc)	16 (23%)	21 (30%)	23 (33%)	10 (14%)	70
Other	21 (30%)	1 (1%)	10 (14%)	38 (54%)	70

### Base Metals & Machinery

	1	2	3	Skipped	Total count
Physical examination of cargo	7 (16%)	22 (49%)	11 (24%)	5 (11%)	45
Non-Intrusive Inspection (X-ray technologies, etc)	13 (29%)	13 (29%)	15 (33%)	4 (9%)	45
Other	10 (22%)	0 (0%)	7 (16%)	28 (62%)	45

Cont. 1 -- 25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Consumer Products & Mass Merch.

	1	2	3	Skipped	Total count
Physical examination of cargo	25 (26%)	45 (46%)	19 (20%)	8 (8%)	97
Non-Intrusive Inspection (X-ray technologies, etc)	33 (34%)	27 (28%)	26 (27%)	11 (11%)	97
Other	26 (27%)	4 (4%)	21 (22%)	46 (47%)	97

#### Industrial & Manuf. Materials

	1	2	3	Skipped	Total count
Physical examination of cargo	9 (24%)	15 (39%)	9 (24%)	5 (13%)	38
Non-Intrusive Inspection (X-ray technologies, etc)	9 (24%)	12 (32%)	13 (34%)	4 (11%)	38
Other	13 (34%)	1 (3%)	4 (11%)	20 (53%)	38

#### IT & Consumer Electronics

	1	2	3	Skipped	Total count
Physical examination of cargo	10 (29%)	17 (49%)	6 (17%)	2 (6%)	35
Non-Intrusive Inspection (X-ray technologies, etc)	6 (17%)	8 (23%)	13 (37%)	8 (23%)	35
Other	13 (37%)	1 (3%)	7 (20%)	14 (40%)	35

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Petroleum, Natural Gas & Minerals

	1	2	3	Skipped	Total count
Physical examination of cargo	3 (50%)	1 (17%)	1 (17%)	1 (17%)	6
Non-Intrusive Inspection (X-ray technologies, etc)	1 (17%)	2 (33%)	2 (33%)	1 (17%)	6
Other	1 (17%)	1 (17%)	0 (0%)	4 (67%)	6

### Pharma, Health & Chemicals

	1	2	3	Skipped	Total count
Physical examination of cargo	6 (21%)	10 (34%)	8 (28%)	5 (17%)	29
Non-Intrusive Inspection (X-ray technologies, etc)	6 (21%)	7 (24%)	11 (38%)	5 (17%)	29
Other	7 (24%)	1 (3%)	2 (7%)	19 (66%)	29

### Textiles, Wearing Apparel & Footwear

	1	2	3	Skipped	Total count
Physical examination of cargo	22 (25%)	41 (47%)	9 (10%)	15 (17%)	87
Non-Intrusive Inspection (X-ray technologies, etc)	32 (37%)	16 (18%)	30 (34%)	9 (10%)	87
Other	15 (17%)	2 (2%)	13 (15%)	57 (66%)	87



## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

All

	1	2	3	Skipped	Total count
Physical examination of cargo	8 (20%)	25 (61%)	4 (10%)	4 (10%)	41
Non-Intrusive Inspection (X-ray technologies, etc)	10 (24%)	8 (20%)	16 (39%)	7 (17%)	41
Other	10 (24%)	1 (2%)	3 (7%)	27 (66%)	41

Other

	1	2	3	Skipped	Total count
Physical examination of cargo	16 (26%)	28 (46%)	11 (18%)	6 (10%)	61
Non-Intrusive Inspection (X-ray technologies, etc)	21 (34%)	14 (23%)	19 (31%)	7 (11%)	61
Other	13 (21%)	1 (2%)	11 (18%)	36 (59%)	61

Cross Tab by Job - 25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

Accounting or Financial Officer

	1	2	3	Skipped	Total count
Physical examination of cargo	1 (25%)	0 (0%)	2 (50%)	1 (25%)	4
Non-Intrusive Inspection (X-ray technologies, etc)	0 (0%)	2 (50%)	0 (0%)	2 (50%)	4
Other	1 (25%)	0 (0%)	0 (0%)	3 (75%)	4

## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Consultant

	1	2	3	Skipped	Total count
Physical examination of cargo	2 (67%)	1 (33%)	0 (0%)	0 (0%)	3
Non-Intrusive Inspection (X-ray technologies, etc)	1 (33%)	0 (0%)	2 (67%)	0 (0%)	3
Other	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3

### Customs Attorney

	1	2	3	Skipped	Total count
Physical examination of cargo	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Non-Intrusive Inspection (X-ray technologies, etc)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Other	0 (0%)	0 (0%)	2 (100%)	0 (0%)	2

### Customs Compliance Officer

	1	2	3	Skipped	Total count
Physical examination of cargo	6 (19%)	12 (39%)	11 (35%)	2 (6%)	31
Non-Intrusive Inspection (X-ray technologies, etc)	7 (23%)	11 (35%)	8 (26%)	5 (16%)	31
Other	11 (35%)	1 (3%)	2 (6%)	17 (55%)	31

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Job Type - 25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.**

### Accounting or Financial Officer

	1	2	3	Skipped	Total count
Physical examination of cargo	1 (25%)	0 (0%)	2 (50%)	1 (25%)	4
Non-Intrusive Inspection (X-ray technologies, etc)	0 (0%)	2 (50%)	0 (0%)	2 (50%)	4
Other	1 (25%)	0 (0%)	0 (0%)	3 (75%)	4

### Consultant

	1	2	3	Skipped	Total count
Physical examination of cargo	2 (67%)	1 (33%)	0 (0%)	0 (0%)	3
Non-Intrusive Inspection (X-ray technologies, etc)	1 (33%)	0 (0%)	2 (67%)	0 (0%)	3
Other	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3

### Customs Attorney

	1	2	3	Skipped	Total count
Physical examination of cargo	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Non-Intrusive Inspection (X-ray technologies, etc)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Other	0 (0%)	0 (0%)	2 (100%)	0 (0%)	2

### Customs Compliance Officer

	1	2	3	Skipped	Total count
Physical examination of cargo	6 (19%)	12 (39%)	11 (35%)	2 (6%)	31
Non-Intrusive Inspection (X-ray technologies, etc)	7 (23%)	11 (35%)	8 (26%)	5 (16%)	31
Other	11 (35%)	1 (3%)	2 (6%)	17 (55%)	31

Cont. 1 -- 25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Exporter

	1	2	3	Skipped	Total count
Physical examination of cargo	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Non-Intrusive Inspection (X-ray technologies, etc)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Other	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

#### Freight Forwarder

	1	2	3	Skipped	Total count
Physical examination of cargo	7 (17%)	19 (46%)	6 (15%)	9 (22%)	41
Non-Intrusive Inspection (X-ray technologies, etc)	13 (32%)	9 (22%)	15 (37%)	4 (10%)	41
Other	8 (20%)	2 (5%)	2 (5%)	29 (71%)	41

#### Importer

	1	2	3	Skipped	Total count
Physical examination of cargo	52 (23%)	110 (49%)	37 (17%)	25 (11%)	224
Non-Intrusive Inspection (X-ray technologies, etc)	64 (29%)	47 (21%)	91 (41%)	22 (10%)	224
Other	63 (28%)	6 (3%)	34 (15%)	121 (54%)	224

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Importer/Exporter

	1	2	3	Skipped	Total count
Physical examination of cargo	26 (23%)	47 (41%)	30 (26%)	11 (10%)	114
Non-Intrusive Inspection (X-ray technologies, etc)	29 (25%)	36 (32%)	35 (31%)	14 (12%)	114
Other	35 (31%)	1 (1%)	23 (20%)	55 (48%)	114

### Licensed Customs Broker

	1	2	3	Skipped	Total count
Physical examination of cargo	16 (20%)	47 (59%)	8 (10%)	8 (10%)	79
Non-Intrusive Inspection (X-ray technologies, etc)	30 (38%)	13 (16%)	26 (33%)	10 (13%)	79
Other	19 (24%)	2 (3%)	13 (16%)	45 (57%)	79

### Logistics Officer or Supply Chain Officer

	1	2	3	Skipped	Total count
Physical examination of cargo	12 (36%)	11 (33%)	6 (18%)	4 (12%)	33
Non-Intrusive Inspection (X-ray technologies, etc)	6 (18%)	18 (55%)	6 (18%)	3 (9%)	33
Other	7 (21%)	1 (3%)	9 (27%)	16 (48%)	33

Cont. 3 -- 25) Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice

Other

	1	2	3	Skipped	Total count
Physical examination of cargo	7 (28%)	11 (44%)	6 (24%)	1 (4%)	25
Non-Intrusive Inspection (X-ray technologies, etc)	6 (24%)	6 (24%)	7 (28%)	6 (24%)	25
Other	7 (28%)	2 (8%)	3 (12%)	13 (52%)	25

26) Please select the average number of days spent waiting for an exam in 2012.

Option	Total Count
Less than 1 day	73 (13%)
1 to 2 days	166 (30%)
3 to 4 days	169 (30%)
5 to 6 days	79 (14%)
7 to 14 days	31 (6%)
15 days or more	5 (1%)
Do not know	25 (4%)
Skipped	10 (2%)
<b>Grand Total</b>	<b>558 (100%)</b>

## COAC 2013 Trade Efficiency Survey

Cross Tab by Industry - 26) Please select the average number of days spent waiting for an exam in 2012.

	<1 day	1 to 2 days	3 to 4 days	5 to 6 days	7 to 14 days	≥15 days	Do not know	Skipped	Total count
<b>Ag &amp; Prepared Products</b>	12 (24%)	20 (41%)	12 (24%)	4 (8%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	49
<b>Auto &amp; Aerospace</b>	15 (21%)	22 (31%)	16 (23%)	5 (7%)	3 (4%)	0 (0%)	8 (11%)	1 (1%)	70
<b>Base Metals &amp; Machinery</b>	5 (11%)	13 (29%)	18 (40%)	5 (11%)	1 (2%)	0 (0%)	3 (7%)	0 (0%)	45
<b>Consumer Products &amp; Mass Merch.</b>	6 (6%)	30 (31%)	33 (34%)	17 (18%)	6 (6%)	1 (1%)	2 (2%)	2 (2%)	97
<b>Industrial &amp; Manuf. Materials</b>	10 (26%)	13 (34%)	8 (21%)	3 (8%)	2 (5%)	0 (0%)	2 (5%)	0 (0%)	38
<b>IT &amp; Consumer Electronics</b>	5 (14%)	14 (40%)	10 (29%)	1 (3%)	0 (0%)	0 (0%)	4 (11%)	1 (3%)	35
<b>Petroleum, Natural Gas &amp; Minerals</b>	1 (17%)	1 (17%)	2 (33%)	1 (17%)	0 (0%)	0 (0%)	1 (17%)	0 (0%)	6
<b>Pharma, Health &amp; Chemicals</b>	2 (7%)	7 (24%)	6 (21%)	6 (21%)	3 (10%)	2 (7%)	1 (3%)	2 (7%)	29
<b>Textiles, Wearing Apparel &amp; Footwear</b>	4 (5%)	17 (20%)	35 (40%)	19 (22%)	7 (8%)	1 (1%)	2 (2%)	2 (2%)	87
<b>All</b>	6 (15%)	11 (27%)	13 (32%)	6 (15%)	2 (5%)	0 (0%)	1 (2%)	2 (5%)	41
<b>Other</b>	7 (11%)	18 (30%)	16 (26%)	12 (20%)	6 (10%)	1 (2%)	1 (2%)	0 (0%)	61
<b>Grand Total</b>	<b>73 (13%)</b>	<b>166 (30%)</b>	<b>169 (30%)</b>	<b>79 (14%)</b>	<b>31 (6%)</b>	<b>5 (1%)</b>	<b>25 (4%)</b>	<b>10 (2%)</b>	<b>558</b>

## COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 26) Please select the average number of days spent waiting for an exam in 2012.

	<1 day	1 to 2 days	3 to 4 days	5 to 6 days	7 to 14 days	≥15 days	Do not know	Skipped	Total count
Accounting or Financial Officer	0 (0%)	2 (50%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	0 (0%)	4
Consultant	1 (33%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3
Customs Attorney	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Customs Compliance Officer	4 (13%)	13 (42%)	3 (10%)	6 (19%)	3 (10%)	1 (3%)	1 (3%)	0 (0%)	31
Exporter	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Freight Forwarder	5 (12%)	12 (29%)	16 (39%)	5 (12%)	1 (2%)	0 (0%)	0 (0%)	2 (5%)	41
Importer	18 (8%)	68 (30%)	77 (34%)	36 (16%)	14 (6%)	1 (0%)	7 (3%)	3 (1%)	224
Importer/Exporter	21 (18%)	35 (31%)	33 (29%)	9 (8%)	6 (5%)	0 (0%)	8 (7%)	2 (2%)	114
Licensed Customs Broker	10 (13%)	22 (28%)	21 (27%)	15 (19%)	3 (4%)	1 (1%)	4 (5%)	3 (4%)	79
Logistics Officer or Supply Chain Officer	6 (18%)	9 (27%)	11 (33%)	4 (12%)	2 (6%)	1 (3%)	0 (0%)	0 (0%)	33
Other	7 (28%)	2 (8%)	6 (24%)	4 (16%)	2 (8%)	1 (4%)	3 (12%)	0 (0%)	25
<b>Grand Total</b>	<b>73 (13%)</b>	<b>166 (30%)</b>	<b>169 (30%)</b>	<b>79 (14%)</b>	<b>31 (6%)</b>	<b>5 (1%)</b>	<b>24 (4%)</b>	<b>10 (2%)</b>	<b>557</b>



**27) On average, what was the cost (both indirect and direct) of the Exams in 2012?**

Option	Total Count
Less than \$100	28 (5%)
\$100 to \$199	33 (6%)
\$200 to \$399	57 (10%)
\$400 to \$599	61 (11%)
\$600 to \$799	35 (6%)
\$800 to \$999	34 (6%)
\$1,000 to \$1,199	53 (9%)
\$1,200 to \$1,399	19 (3%)
\$1,400 to \$1,599	9 (2%)
\$1,600 to \$1,799	8 (1%)
\$1,800 or more	93 (17%)
Do not know	119 (21%)
Skipped	9 (2%)
<b>Grand Total</b>	<b>558 (100%)</b>

## COAC 2013 Trade Efficiency Survey

## Crosstab by Industry - 27) On average, what was the cost (both indirect and direct) of the Exams in 2012?

	<\$100	\$100 to \$199	\$200 to \$399	\$400 to \$599	\$600 to \$799	\$800 to \$999	\$1,000 to \$1,199	\$1,200 to \$1,399	\$1,400 to \$1,599	\$1,600 to \$1,799	≥\$1,800	Do not know	Skipped	Total count
Ag & Prepared Products	3 (6%)	3 (6%)	8 (16%)	7 (14%)	2 (4%)	5 (10%)	3 (6%)	1 (2%)	2 (4%)	0 (0%)	7 (14%)	8 (16%)	0 (0%)	49
Auto & Aerospace	7 (10%)	2 (3%)	4 (6%)	5 (7%)	2 (3%)	5 (7%)	5 (7%)	0 (0%)	1 (1%)	3 (4%)	10 (14%)	24 (34%)	2 (3%)	70
Base Metals & Machinery	2 (4%)	4 (9%)	3 (7%)	5 (11%)	5 (11%)	3 (7%)	5 (11%)	1 (2%)	0 (0%)	0 (0%)	7 (16%)	9 (20%)	1 (2%)	45
Consumer Products & Mass Merch.	3 (3%)	6 (6%)	9 (9%)	10 (10%)	6 (6%)	5 (5%)	15 (15%)	7 (7%)	1 (1%)	1 (1%)	11 (11%)	21 (22%)	2 (2%)	97
Industrial & Manuf. Materials	3 (8%)	7 (18%)	4 (11%)	3 (8%)	2 (5%)	1 (3%)	3 (8%)	2 (5%)	1 (3%)	1 (3%)	7 (18%)	4 (11%)	0 (0%)	38
IT & Consumer Electronics	4 (11%)	1 (3%)	1 (3%)	4 (11%)	1 (3%)	1 (3%)	2 (6%)	0 (0%)	1 (3%)	0 (0%)	9 (26%)	11 (31%)	0 (0%)	35
Petroleum, Natural Gas & Minerals	0 (0%)	1 (17%)	1 (17%)	0 (0%)	1 (17%)	1 (17%)	0 (0%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	0 (0%)	6
Pharma, Health & Chemicals	3 (10%)	0 (0%)	3 (10%)	1 (3%)	2 (7%)	1 (3%)	1 (3%)	1 (3%)	0 (0%)	0 (0%)	3 (10%)	13 (45%)	1 (3%)	29
Textiles, Wearing Apparel & Footwear	1 (1%)	4 (5%)	7 (8%)	14 (16%)	5 (6%)	5 (6%)	12 (14%)	2 (2%)	1 (1%)	2 (2%)	21 (24%)	12 (14%)	1 (1%)	87
All	2 (5%)	2 (5%)	7 (17%)	3 (7%)	6 (15%)	3 (7%)	2 (5%)	2 (5%)	0 (0%)	0 (0%)	4 (10%)	8 (20%)	2 (5%)	41
Other	0 (0%)	3 (5%)	10 (16%)	9 (15%)	3 (5%)	4 (7%)	5 (8%)	2 (3%)	2 (3%)	1 (2%)	14 (23%)	8 (13%)	0 (0%)	61
Grand Total	28 (5%)	33 (6%)	57 (10%)	61 (11%)	35 (6%)	34 (6%)	53 (9%)	19 (3%)	9 (2%)	8 (1%)	93 (17%)	119 (21%)	9 (2%)	558

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Job Type - 27) On average, what was the cost (both indirect and direct) of the Exams in 2012?**

	<\$100	\$100 to \$199	\$200 to \$399	\$400 to \$599	\$600 to \$799	\$800 to \$999	\$1,000 to \$1,199	\$1,200 to \$1,399	\$1,400 to \$1,599	\$1,600 to \$1,799	≥\$1,800	Do not know	Skipped	Total count
<b>Accounting or Financial Officer</b>	0 (0%)	0 (0%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)	1 (25%)	0 (0%)	4
<b>Consultant</b>	0 (0%)	0 (0%)	0 (0%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	3
<b>Customs Attorney</b>	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	2
<b>Customs Compliance Officer</b>	2 (6%)	2 (6%)	4 (13%)	4 (13%)	1 (3%)	2 (6%)	3 (10%)	1 (3%)	0 (0%)	1 (3%)	5 (16%)	6 (19%)	0 (0%)	31
<b>Exporter</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
<b>Freight Forwarder</b>	5 (12%)	4 (10%)	8 (20%)	7 (17%)	2 (5%)	3 (7%)	2 (5%)	3 (7%)	0 (0%)	0 (0%)	3 (7%)	4 (10%)	0 (0%)	41
<b>Importer</b>	7 (3%)	12 (5%)	22 (10%)	23 (10%)	12 (5%)	14 (6%)	27 (12%)	6 (3%)	3 (1%)	3 (1%)	37 (17%)	53 (24%)	5 (2%)	224
<b>Importer/Exporter</b>	6 (5%)	4 (4%)	10 (9%)	12 (11%)	6 (5%)	6 (5%)	7 (6%)	5 (4%)	2 (2%)	3 (3%)	25 (22%)	26 (23%)	2 (2%)	114
<b>Licensed Customs Broker</b>	2 (3%)	6 (8%)	8 (10%)	9 (11%)	11 (14%)	5 (6%)	4 (5%)	3 (4%)	3 (4%)	1 (1%)	8 (10%)	17 (22%)	2 (3%)	79
<b>Logistics Officer or Supply Chain Officer</b>	3 (9%)	2 (6%)	0 (0%)	4 (12%)	2 (6%)	4 (12%)	7 (21%)	0 (0%)	1 (3%)	0 (0%)	5 (15%)	5 (15%)	0 (0%)	33
<b>Other</b>	2 (8%)	3 (12%)	4 (16%)	1 (4%)	0 (0%)	0 (0%)	2 (8%)	1 (4%)	0 (0%)	0 (0%)	6 (24%)	6 (24%)	0 (0%)	25
<b>Grand Total</b>	<b>28 (5%)</b>	<b>33 (6%)</b>	<b>57 (10%)</b>	<b>61 (11%)</b>	<b>35 (6%)</b>	<b>34 (6%)</b>	<b>53 (10%)</b>	<b>19 (3%)</b>	<b>9 (2%)</b>	<b>8 (1%)</b>	<b>93 (17%)</b>	<b>118 (21%)</b>	<b>9 (2%)</b>	<b>557</b>

# COAC 2013 Trade Efficiency Survey

28) On average, how much internal and external personnel time does it take to manage the lifecycle of an average entry?

Option	Total Count
Less than 1 hour	161 (21%)
1 to 4 hours	365 (47%)
5 to 8 hours	68 (9%)
9 to 24 hours	43 (6%)
25 hours or more	14 (2%)
Do not know	115 (15%)
Skipped	9 (1%)
<b>Grand Total</b>	<b>775 (100%)</b>

Cross Tab by Industry - 28) On average, how much internal and external personnel time does it take to manage the lifecycle of an average entry?

	<1 hour	1 to 4 hours	5 to 8 hours	9 to 24 hours	≥25 hours	Do not know	Skipped	Total count
Ag & Prepared Products	14 (21%)	35 (53%)	9 (14%)	2 (3%)	0 (0%)	6 (9%)	0 (0%)	66
Auto & Aerospace	26 (25%)	43 (42%)	7 (7%)	8 (8%)	1 (1%)	17 (17%)	1 (1%)	103
Base Metals & Machinery	11 (17%)	34 (52%)	4 (6%)	4 (6%)	0 (0%)	12 (18%)	0 (0%)	65
Consumer Products & Mass Merch.	22 (19%)	64 (54%)	8 (7%)	5 (4%)	1 (1%)	18 (15%)	0 (0%)	118
Industrial & Manuf. Materials	15 (28%)	24 (45%)	3 (6%)	2 (4%)	3 (6%)	6 (11%)	0 (0%)	53
IT & Consumer Electronics	14 (24%)	25 (43%)	4 (7%)	5 (9%)	0 (0%)	10 (17%)	0 (0%)	58
Petroleum, Natural Gas & Minerals	1 (11%)	4 (44%)	3 (33%)	1 (11%)	0 (0%)	0 (0%)	0 (0%)	9
Pharma, Health & Chemicals	6 (15%)	16 (39%)	6 (15%)	4 (10%)	1 (2%)	6 (15%)	2 (5%)	41
Textiles, Wearing Apparel & Footwear	11 (10%)	55 (52%)	10 (10%)	5 (5%)	5 (5%)	16 (15%)	3 (3%)	105
All	13 (22%)	24 (40%)	6 (10%)	3 (5%)	2 (3%)	9 (15%)	3 (5%)	60
Other	28 (29%)	41 (42%)	8 (8%)	4 (4%)	1 (1%)	15 (15%)	0 (0%)	97
<b>Grand Total</b>	<b>161 (21%)</b>	<b>365 (47%)</b>	<b>68 (9%)</b>	<b>43 (6%)</b>	<b>14 (2%)</b>	<b>115 (15%)</b>	<b>9 (1%)</b>	<b>775</b>

## COAC 2013 Trade Efficiency Survey

Cross tab by Job Type - 28) On average, how much internal and external personnel time does it take to manage the lifecycle of an average entry?

	<1 hour	1 to 4 hours	5 to 8 hours	9 to 24 hours	≥25 hours	Do not know	Skipped	Total count
Accounting or Financial Officer	5 (71%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	7
Consultant	3 (43%)	2 (29%)	0 (0%)	1 (14%)	0 (0%)	1 (14%)	0 (0%)	7
Customs Attorney	0 (0%)	2 (67%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3
Customs Compliance Officer	8 (21%)	21 (54%)	5 (13%)	2 (5%)	2 (5%)	1 (3%)	0 (0%)	39
Exporter	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Freight Forwarder	11 (19%)	27 (46%)	3 (5%)	4 (7%)	1 (2%)	12 (20%)	1 (2%)	59
Importer	48 (17%)	132 (47%)	27 (10%)	13 (5%)	4 (1%)	54 (19%)	3 (1%)	281
Importer/Exporter	36 (23%)	73 (46%)	16 (10%)	12 (8%)	3 (2%)	19 (12%)	1 (1%)	160
Licensed Customs Broker	29 (27%)	57 (54%)	8 (8%)	5 (5%)	2 (2%)	3 (3%)	2 (2%)	106
Logistics Officer or Supply Chain Officer	16 (25%)	27 (43%)	7 (11%)	1 (2%)	1 (2%)	10 (16%)	1 (2%)	63
Other	4 (9%)	20 (43%)	1 (2%)	5 (11%)	1 (2%)	15 (33%)	0 (0%)	46
<b>Grand Total</b>	<b>160 (21%)</b>	<b>364 (47%)</b>	<b>68 (9%)</b>	<b>43 (6%)</b>	<b>14 (2%)</b>	<b>115 (15%)</b>	<b>9 (1%)</b>	<b>773</b>

29) On average, what are the internal and external estimated costs of managing the lifecycle of an average entry?

Option	Total Count
Less than \$100	145 (19%)
\$100 to \$199	219 (28%)
\$200 to \$399	134 (17%)
\$400 to \$599	56 (7%)
\$600 to \$999	15 (2%)
\$1,000 or more	30 (4%)
Do not know	170 (22%)
Skipped	6 (1%)
<b>Grand Total</b>	<b>775 (100%)</b>

## COAC 2013 Trade Efficiency Survey

Cross Tab by Industry - 29) On average, what are the internal and external estimated costs of managing the lifecycle of an average entry?

	<\$100	\$100 to \$199	\$200 to \$399	\$400 to \$599	\$600 to \$999	≥\$1,000	Do not know	Skipped	Total count
<b>Ag &amp; Prepared Products</b>	14 (21%)	19 (29%)	14 (21%)	6 (9%)	3 (5%)	2 (3%)	8 (12%)	0 (0%)	66
<b>Auto &amp; Aerospace</b>	24 (23%)	29 (28%)	11 (11%)	7 (7%)	2 (2%)	4 (4%)	25 (24%)	1 (1%)	103
<b>Base Metals &amp; Machinery</b>	12 (18%)	18 (28%)	8 (12%)	6 (9%)	2 (3%)	1 (2%)	18 (28%)	0 (0%)	65
<b>Consumer Products &amp; Mass Merch.</b>	19 (16%)	40 (34%)	25 (21%)	4 (3%)	1 (1%)	4 (3%)	25 (21%)	0 (0%)	118
<b>Industrial &amp; Manuf. Materials</b>	17 (32%)	15 (28%)	8 (15%)	4 (8%)	1 (2%)	1 (2%)	7 (13%)	0 (0%)	53
<b>IT &amp; Consumer Electronics</b>	11 (19%)	9 (16%)	10 (17%)	6 (10%)	2 (3%)	4 (7%)	16 (28%)	0 (0%)	58
<b>Petroleum, Natural Gas &amp; Minerals</b>	1 (11%)	3 (33%)	3 (33%)	0 (0%)	0 (0%)	1 (11%)	1 (11%)	0 (0%)	9
<b>Pharma, Health &amp; Chemicals</b>	4 (10%)	7 (17%)	5 (12%)	4 (10%)	0 (0%)	4 (10%)	16 (39%)	1 (2%)	41
<b>Textiles, Wearing Apparel &amp; Footwear</b>	9 (9%)	35 (33%)	27 (26%)	11 (10%)	0 (0%)	5 (5%)	16 (15%)	2 (2%)	105
<b>All</b>	14 (23%)	16 (27%)	6 (10%)	3 (5%)	3 (5%)	1 (2%)	15 (25%)	2 (3%)	60
<b>Other</b>	20 (21%)	28 (29%)	17 (18%)	5 (5%)	1 (1%)	3 (3%)	23 (24%)	0 (0%)	97
<b>Grand Total</b>	<b>145 (19%)</b>	<b>219 (28%)</b>	<b>134 (17%)</b>	<b>56 (7%)</b>	<b>15 (2%)</b>	<b>30 (4%)</b>	<b>170 (22%)</b>	<b>6 (1%)</b>	<b>775</b>

## COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 29) On average, what are the internal and external estimated costs of managing the lifecycle of an average entry?

	<\$100	\$100 to \$199	\$200 to \$399	\$400 to \$599	\$600 to \$999	≥\$1,000	Do not know	Skipped	Total count
Accounting or Financial Officer	2 (29%)	2 (29%)	2 (29%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	0 (0%)	7
Consultant	2 (29%)	1 (14%)	0 (0%)	2 (29%)	1 (14%)	0 (0%)	1 (14%)	0 (0%)	7
Customs Attorney	0 (0%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	3
Customs Compliance Officer	8 (21%)	11 (28%)	7 (18%)	4 (10%)	0 (0%)	4 (10%)	5 (13%)	0 (0%)	39
Exporter	0 (0%)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Freight Forwarder	13 (22%)	19 (32%)	7 (12%)	5 (8%)	0 (0%)	1 (2%)	13 (22%)	1 (2%)	59
Importer	39 (14%)	86 (31%)	39 (14%)	20 (7%)	6 (2%)	12 (4%)	77 (27%)	2 (1%)	281
Importer/Exporter	29 (18%)	43 (27%)	35 (22%)	15 (9%)	5 (3%)	4 (3%)	28 (18%)	1 (1%)	160
Licensed Customs Broker	35 (33%)	31 (29%)	16 (15%)	2 (2%)	3 (3%)	2 (2%)	16 (15%)	1 (1%)	106
Logistics Officer or Supply Chain Officer	10 (16%)	15 (24%)	19 (30%)	3 (5%)	0 (0%)	6 (10%)	9 (14%)	1 (2%)	63
Other	6 (13%)	10 (22%)	6 (13%)	5 (11%)	0 (0%)	0 (0%)	19 (41%)	0 (0%)	46

<b>Grand Total</b>	<b>144 (19%)</b>	<b>219 (28%)</b>	<b>134 (17%)</b>	<b>56 (7%)</b>	<b>15 (2%)</b>	<b>30 (4%)</b>	<b>169 (22%)</b>	<b>6 (1%)</b>	<b>773</b>
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**30) How many CF 28's did you receive in 2012<sup>32</sup>?**

Option	Total Count
None	170 (22%)
1 to 2	129 (17%)
3 to 4	104 (13%)
5 to 8	65 (8%)
9 to 16	37 (5%)
17 to 24	14 (2%)
25 or more	35 (5%)
Do not know	221 (29%)
Skipped	0 (0%)
<b>Grand Total</b>	<b>775 (100%)</b>

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<sup>32</sup> Questions 31 through 33 were not applicable to respondents who answered either "None" or "Do not know" to question 30.

Cross Tab by Industry - 30) How many CF 28's did you receive in 2012<sup>33</sup>?

	None	1 to 2	3 to 4	5 to 8	9 to 16	17 to 24	≥25	Do not know	Skipped	Total count
<b>Ag &amp; Prepared Products</b>	17 (13%)	11 (8%)	7 (5%)	5 (4%)	4 (3%)	0 (0%)	1 (1%)	21 (16%)	0 (0%)	66
<b>Auto &amp; Aerospace</b>	17 (8%)	20 (10%)	13 (6%)	12 (6%)	7 (3%)	5 (2%)	5 (2%)	24 (12%)	0 (0%)	103
<b>Base Metals &amp; Machinery</b>	15 (12%)	7 (5%)	11 (8%)	2 (2%)	2 (2%)	5 (4%)	3 (2%)	20 (15%)	0 (0%)	65
<b>Consumer Products &amp; Mass Merch.</b>	22 (9%)	18 (8%)	15 (6%)	12 (5%)	3 (1%)	1 (0%)	6 (3%)	41 (17%)	0 (0%)	118
<b>Industrial &amp; Manuf. Materials</b>	13 (12%)	10 (9%)	8 (8%)	2 (2%)	1 (1%)	0 (0%)	2 (2%)	17 (16%)	0 (0%)	53
<b>IT &amp; Consumer Electronics</b>	21 (18%)	9 (8%)	5 (4%)	6 (5%)	3 (3%)	0 (0%)	2 (2%)	12 (10%)	0 (0%)	58
<b>Petroleum, Natural Gas &amp; Minerals</b>	1 (6%)	2 (11%)	1 (6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (28%)	0 (0%)	9
<b>Pharma, Health &amp; Chemicals</b>	10 (12%)	9 (11%)	7 (9%)	4 (5%)	2 (2%)	1 (1%)	2 (2%)	6 (7%)	0 (0%)	41
<b>Textiles, Wearing Apparel &amp; Footwear</b>	23 (11%)	23 (11%)	17 (8%)	9 (4%)	7 (3%)	0 (0%)	4 (2%)	22 (10%)	0 (0%)	105
<b>All</b>	9 (8%)	5 (4%)	10 (8%)	3 (3%)	5 (4%)	0 (0%)	6 (5%)	22 (18%)	0 (0%)	60
<b>Other</b>	22 (11%)	15 (8%)	10 (5%)	10 (5%)	3 (2%)	2 (1%)	4 (2%)	31 (16%)	0 (0%)	97
<b>Grand Total</b>	<b>170 (11%)</b>	<b>129 (8%)</b>	<b>104 (7%)</b>	<b>65 (4%)</b>	<b>37 (2%)</b>	<b>14 (1%)</b>	<b>35 (2%)</b>	<b>221 (14%)</b>	<b>0 (0%)</b>	<b>775</b>

<sup>33</sup> Questions 31 through 33 were not applicable to respondents who answered either "None" or "Do not know" to question 30.

## COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 30) How many CF 28's did you receive in 2012<sup>34</sup>?

	None	1 to 2	3 to 4	5 to 8	9 to 16	17 to 24	≥25	Do not know	Skipped	Total count
<b>Accounting or Financial Officer</b>	2 (29%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (57%)	0 (0%)	7
<b>Consultant</b>	2 (29%)	0 (0%)	1 (14%)	0 (0%)	1 (14%)	1 (14%)	0 (0%)	2 (29%)	0 (0%)	7
<b>Customs Attorney</b>	0 (0%)	0 (0%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	3
<b>Customs Compliance Officer</b>	6 (15%)	11 (28%)	6 (15%)	4 (10%)	4 (10%)	1 (3%)	2 (5%)	5 (13%)	0 (0%)	39
<b>Exporter</b>	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
<b>Freight Forwarder</b>	20 (34%)	1 (2%)	5 (8%)	2 (3%)	2 (3%)	0 (0%)	2 (3%)	27 (46%)	0 (0%)	59
<b>Importer</b>	66 (23%)	58 (21%)	36 (13%)	20 (7%)	7 (2%)	2 (1%)	12 (4%)	80 (28%)	0 (0%)	281
<b>Importer/Exporter</b>	32 (20%)	33 (21%)	28 (18%)	18 (11%)	11 (7%)	3 (2%)	5 (3%)	30 (19%)	0 (0%)	160
<b>Licensed Customs Broker</b>	13 (12%)	11 (10%)	22 (21%)	15 (14%)	12 (11%)	5 (5%)	12 (11%)	16 (15%)	0 (0%)	106
<b>Logistics Officer or Supply Chain Officer</b>	16 (25%)	10 (16%)	3 (5%)	2 (3%)	0 (0%)	2 (3%)	0 (0%)	30 (48%)	0 (0%)	63
<b>Other</b>	12 (26%)	3 (7%)	2 (4%)	3 (7%)	0 (0%)	0 (0%)	1 (2%)	25 (54%)	0 (0%)	46
<b>Grand Total</b>	<b>170 (22%)</b>	<b>129 (17%)</b>	<b>104 (13%)</b>	<b>65 (8%)</b>	<b>37 (5%)</b>	<b>14 (2%)</b>	<b>35 (5%)</b>	<b>219 (28%)</b>	<b>0 (0%)</b>	<b>773</b>

<sup>34</sup> Questions 31 through 33 were not applicable to respondents who answered either "None" or "Do not know" to question 30.

**31) On average, how much internal and external personnel time does it take to respond to one CF 28?**

Option	Total Count
Less than 1 hour	54 (14%)
1 to 4 hours	144 (38%)
5 to 8 hours	91 (24%)
9 to 24 hours	57 (15%)
25 hours or more	29 (8%)
Do not know	9 (2%)
Skipped	0 (0%)
<b>Grand Total</b>	<b>384 (100%)</b>

**Cross Tab by Industry - 31) On average, how much internal and external personnel time does it take to respond to one CF 28?**

	<1 hour	1 to 4 hours	5 to 8 hours	9 to 24 hours	≥25 hours	Do not know	Skipped	Total count
Ag & Prepared Products	5 (18%)	13 (46%)	4 (14%)	3 (11%)	2 (7%)	1 (4%)	0 (0%)	28
Auto & Aerospace	6 (10%)	17 (27%)	24 (39%)	9 (15%)	4 (6%)	2 (3%)	0 (0%)	62
Base Metals & Machinery	7 (23%)	12 (40%)	7 (23%)	4 (13%)	0 (0%)	0 (0%)	0 (0%)	30
Consumer Products & Mass Merch.	16 (29%)	23 (42%)	11 (20%)	2 (4%)	3 (5%)	0 (0%)	0 (0%)	55
Industrial & Manuf. Materials	3 (13%)	7 (30%)	8 (35%)	2 (9%)	2 (9%)	1 (4%)	0 (0%)	23
IT & Consumer Electronics	1 (4%)	8 (32%)	5 (20%)	7 (28%)	3 (12%)	1 (4%)	0 (0%)	25
Petroleum, Natural Gas & Minerals	0 (0%)	1 (33%)	1 (33%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	3
Pharma, Health & Chemicals	0 (0%)	11 (44%)	4 (16%)	6 (24%)	4 (16%)	0 (0%)	0 (0%)	25
Textiles, Wearing Apparel & Footwear	7 (12%)	17 (28%)	14 (23%)	13 (22%)	9 (15%)	0 (0%)	0 (0%)	60
All	1 (3%)	16 (55%)	7 (24%)	3 (10%)	0 (0%)	2 (7%)	0 (0%)	29
Other	8 (18%)	19 (43%)	6 (14%)	8 (18%)	1 (2%)	2 (5%)	0 (0%)	44
<b>Grand Total</b>	<b>54 (14%)</b>	<b>144 (38%)</b>	<b>91 (24%)</b>	<b>57 (15%)</b>	<b>29 (8%)</b>	<b>9 (2%)</b>	<b>0 (0%)</b>	<b>384</b>

# COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 31) On average, how much internal and external personnel time does it take to respond to one CF 28?

	<1 hour	1 to 4 hours	5 to 8 hours	9 to 24 hours	≥25 hours	Do not know	Skipped	Total count
Accounting or Financial Officer	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Consultant	0 (0%)	2 (67%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	3
Customs Attorney	0 (0%)	0 (0%)	2 (67%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	3
Customs Compliance Officer	2 (7%)	5 (18%)	9 (32%)	9 (32%)	2 (7%)	1 (4%)	0 (0%)	28
Exporter	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Freight Forwarder	2 (17%)	3 (25%)	4 (33%)	2 (17%)	0 (0%)	1 (8%)	0 (0%)	12
Importer	26 (19%)	52 (39%)	23 (17%)	17 (13%)	16 (12%)	1 (1%)	0 (0%)	135
Importer/Exporter	13 (13%)	38 (39%)	23 (23%)	15 (15%)	6 (6%)	3 (3%)	0 (0%)	98
Licensed Customs Broker	9 (12%)	35 (45%)	23 (30%)	6 (8%)	1 (1%)	3 (4%)	0 (0%)	77
Logistics Officer or Supply Chain Officer	1 (6%)	6 (35%)	3 (18%)	3 (18%)	4 (24%)	0 (0%)	0 (0%)	17
Other	1 (11%)	3 (33%)	2 (22%)	3 (33%)	0 (0%)	0 (0%)	0 (0%)	9
<b>Grand Total</b>	<b>54 (14%)</b>	<b>144 (38%)</b>	<b>91 (24%)</b>	<b>57 (15%)</b>	<b>29 (8%)</b>	<b>9 (2%)</b>	<b>0 (0%)</b>	<b>384</b>

32) On average, what is the overall internal and external estimated cost to respond to one CF 28?

Option	Total Count
Less than \$100	76 (20%)
\$100 to \$199	77 (20%)
\$200 to \$399	72 (19%)
\$400 to \$599	52 (14%)
\$600 to \$999	26 (7%)
\$1,000 or more	33 (9%)
Do not know	48 (13%)
Skipped	0 (0%)
<b>Grand Total</b>	<b>384 (100%)</b>

## COAC 2013 Trade Efficiency Survey

Cross Tab by Industry - 32) On average, what is the overall internal and external estimated cost to respond to one CF 28?

	<\$100	\$100 to \$199	\$200 to \$399	\$400 to \$599	\$600 to \$999	≥\$1,000	Do not know	Skipped	Total count
<b>Ag &amp; Prepared Products</b>	12 (43%)	7 (25%)	3 (11%)	1 (4%)	1 (4%)	1 (4%)	3 (11%)	0 (0%)	28
<b>Auto &amp; Aerospace</b>	11 (18%)	10 (16%)	15 (24%)	9 (15%)	1 (2%)	9 (15%)	7 (11%)	0 (0%)	62
<b>Base Metals &amp; Machinery</b>	5 (17%)	7 (23%)	6 (20%)	2 (7%)	2 (7%)	2 (7%)	6 (20%)	0 (0%)	30
<b>Consumer Products &amp; Mass Merch.</b>	13 (24%)	16 (29%)	12 (22%)	5 (9%)	1 (2%)	1 (2%)	7 (13%)	0 (0%)	55
<b>Industrial &amp; Manuf. Materials</b>	4 (17%)	4 (17%)	4 (17%)	2 (9%)	2 (9%)	3 (13%)	4 (17%)	0 (0%)	23
<b>IT &amp; Consumer Electronics</b>	2 (8%)	1 (4%)	6 (24%)	8 (32%)	3 (12%)	2 (8%)	3 (12%)	0 (0%)	25
<b>Petroleum, Natural Gas &amp; Minerals</b>	0 (0%)	2 (67%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	3
<b>Pharma, Health &amp; Chemicals</b>	3 (12%)	3 (12%)	5 (20%)	2 (8%)	1 (4%)	5 (20%)	6 (24%)	0 (0%)	25
<b>Textiles, Wearing Apparel &amp; Footwear</b>	8 (13%)	10 (17%)	11 (18%)	10 (17%)	7 (12%)	8 (13%)	6 (10%)	0 (0%)	60
<b>All</b>	7 (24%)	9 (31%)	3 (10%)	4 (14%)	3 (10%)	0 (0%)	3 (10%)	0 (0%)	29
<b>Other</b>	11 (25%)	8 (18%)	7 (16%)	9 (20%)	4 (9%)	2 (5%)	3 (7%)	0 (0%)	44
<b>Grand Total</b>	<b>76 (20%)</b>	<b>77 (20%)</b>	<b>72 (19%)</b>	<b>52 (14%)</b>	<b>26 (7%)</b>	<b>33 (9%)</b>	<b>48 (13%)</b>	<b>0 (0%)</b>	<b>384</b>

## COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 32) On average, what is the overall internal and external estimated cost to respond to one CF 28?

	<\$100	\$100 to \$199	\$200 to \$399	\$400 to \$599	\$600 to \$999	≥\$1,000	Do not know	Skipped	Total count
Accounting or Financial Officer	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Consultant	0 (0%)	1 (33%)	0 (0%)	1 (33%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	3
Customs Attorney	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	2 (67%)	0 (0%)	0 (0%)	3
Customs Compliance Officer	5 (18%)	2 (7%)	5 (18%)	3 (11%)	4 (14%)	6 (21%)	3 (11%)	0 (0%)	28
Exporter	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Freight Forwarder	5 (42%)	3 (25%)	3 (25%)	0 (0%)	0 (0%)	0 (0%)	1 (8%)	0 (0%)	12
Importer	24 (18%)	30 (22%)	24 (18%)	18 (13%)	10 (7%)	7 (5%)	22 (16%)	0 (0%)	135
Importer/Exporter	16 (16%)	21 (21%)	19 (19%)	16 (16%)	7 (7%)	11 (11%)	8 (8%)	0 (0%)	98
Licensed Customs Broker	21 (27%)	16 (21%)	14 (18%)	9 (12%)	3 (4%)	1 (1%)	13 (17%)	0 (0%)	77
Logistics Officer or Supply Chain Officer	4 (24%)	1 (6%)	3 (18%)	4 (24%)	1 (6%)	3 (18%)	1 (6%)	0 (0%)	17
Other	1 (11%)	3 (33%)	2 (22%)	0 (0%)	1 (11%)	2 (22%)	0 (0%)	0 (0%)	9
<b>Grand Total</b>	<b>76 (20%)</b>	<b>77 (20%)</b>	<b>72 (19%)</b>	<b>52 (14%)</b>	<b>26 (7%)</b>	<b>33 (9%)</b>	<b>48 (13%)</b>	<b>0 (0%)</b>	<b>384</b>

## COAC 2013 Trade Efficiency Survey

**33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.**

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	35 (9%)	36 (9%)	37 (10%)	29 (8%)	30 (8%)	36 (9%)	80 (21%)	101 (26%)	384
<b>2</b>	26 (7%)	23 (6%)	17 (4%)	19 (5%)	17 (4%)	19 (5%)	26 (7%)	237 (62%)	384
<b>3</b>	13 (3%)	22 (6%)	15 (4%)	16 (4%)	12 (3%)	4 (1%)	12 (3%)	290 (76%)	384
<b>4</b>	11 (3%)	12 (3%)	14 (4%)	7 (2%)	9 (2%)	13 (3%)	8 (2%)	310 (81%)	384
<b>5</b>	10 (3%)	6 (2%)	11 (3%)	12 (3%)	16 (4%)	10 (3%)	11 (3%)	308 (80%)	384
<b>6</b>	16 (4%)	16 (4%)	14 (4%)	9 (2%)	13 (3%)	17 (4%)	7 (2%)	292 (76%)	384
<b>7</b>	16 (4%)	23 (6%)	21 (5%)	19 (5%)	9 (2%)	20 (5%)	37 (10%)	239 (62%)	384

**Cross Tab by Industry - 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.**

### Ag & Prepared Products

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	4 (14%)	1 (4%)	4 (14%)	3 (11%)	2 (7%)	4 (14%)	2 (7%)	8 (29%)	28
<b>2</b>	2 (7%)	0 (0%)	1 (4%)	1 (4%)	2 (7%)	1 (4%)	2 (7%)	19 (68%)	28
<b>3</b>	0 (0%)	3 (11%)	1 (4%)	1 (4%)	1 (4%)	0 (0%)	1 (4%)	21 (75%)	28
<b>4</b>	1 (4%)	0 (0%)	0 (0%)	1 (4%)	0 (0%)	2 (7%)	1 (4%)	23 (82%)	28
<b>5</b>	1 (4%)	1 (4%)	0 (0%)	1 (4%)	2 (7%)	0 (0%)	1 (4%)	22 (79%)	28
<b>6</b>	0 (0%)	1 (4%)	1 (4%)	1 (4%)	0 (0%)	1 (4%)	2 (7%)	22 (79%)	28
<b>7</b>	2 (7%)	1 (4%)	4 (14%)	1 (4%)	0 (0%)	0 (0%)	1 (4%)	19 (68%)	28



## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.

### Auto & Aerospace

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	6 (10%)	8 (13%)	4 (6%)	1 (2%)	8 (13%)	9 (15%)	10 (16%)	16 (26%)	62
2	5 (8%)	5 (8%)	3 (5%)	1 (2%)	2 (3%)	0 (0%)	4 (6%)	42 (68%)	62
3	2 (3%)	3 (5%)	3 (5%)	4 (6%)	0 (0%)	0 (0%)	3 (5%)	47 (76%)	62
4	1 (2%)	2 (3%)	4 (6%)	0 (0%)	3 (5%)	2 (3%)	0 (0%)	50 (81%)	62
5	2 (3%)	0 (0%)	1 (2%)	1 (2%)	4 (6%)	3 (5%)	0 (0%)	51 (82%)	62
6	1 (2%)	4 (6%)	1 (2%)	4 (6%)	3 (5%)	3 (5%)	2 (3%)	44 (71%)	62
7	2 (3%)	5 (8%)	0 (0%)	4 (6%)	3 (5%)	8 (13%)	5 (8%)	35 (56%)	62

### Base Metals & Machinery

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	3 (10%)	3 (10%)	3 (10%)	3 (10%)	1 (3%)	2 (7%)	7 (23%)	8 (27%)	30
2	6 (20%)	3 (10%)	0 (0%)	2 (7%)	3 (10%)	1 (3%)	1 (3%)	14 (47%)	30
3	1 (3%)	3 (10%)	3 (10%)	3 (10%)	0 (0%)	0 (0%)	1 (3%)	19 (63%)	30
4	0 (0%)	3 (10%)	2 (7%)	0 (0%)	1 (3%)	2 (7%)	1 (3%)	21 (70%)	30
5	1 (3%)	0 (0%)	0 (0%)	1 (3%)	3 (10%)	0 (0%)	1 (3%)	24 (80%)	30
6	2 (7%)	0 (0%)	2 (7%)	0 (0%)	0 (0%)	2 (7%)	1 (3%)	23 (77%)	30
7	0 (0%)	4 (13%)	1 (3%)	2 (7%)	1 (3%)	3 (10%)	2 (7%)	17 (57%)	30

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.

### Consumer Products & Mass Merch.

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	7 (13%)	7 (13%)	6 (11%)	2 (4%)	3 (5%)	3 (5%)	12 (22%)	15 (27%)	55
2	1 (2%)	4 (7%)	1 (2%)	4 (7%)	3 (5%)	3 (5%)	6 (11%)	33 (60%)	55
3	1 (2%)	4 (7%)	3 (5%)	1 (2%)	1 (2%)	1 (2%)	2 (4%)	42 (76%)	55
4	2 (4%)	1 (2%)	1 (2%)	2 (4%)	1 (2%)	2 (4%)	0 (0%)	46 (84%)	55
5	1 (2%)	1 (2%)	0 (0%)	2 (4%)	1 (2%)	1 (2%)	2 (4%)	47 (85%)	55
6	1 (2%)	2 (4%)	4 (7%)	1 (2%)	2 (4%)	0 (0%)	1 (2%)	44 (80%)	55
7	1 (2%)	2 (4%)	3 (5%)	3 (5%)	1 (2%)	1 (2%)	7 (13%)	37 (67%)	55

### Industrial & Manuf. Materials

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	4 (17%)	4 (17%)	1 (4%)	0 (0%)	1 (4%)	4 (17%)	2 (9%)	7 (30%)	23
2	2 (9%)	2 (9%)	0 (0%)	0 (0%)	1 (4%)	1 (4%)	1 (4%)	16 (70%)	23
3	1 (4%)	0 (0%)	0 (0%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	21 (91%)	23
4	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	0 (0%)	0 (0%)	22 (96%)	23
5	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	1 (4%)	21 (91%)	23
6	2 (9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	21 (91%)	23
7	0 (0%)	0 (0%)	2 (9%)	0 (0%)	0 (0%)	2 (9%)	2 (9%)	17 (74%)	23

## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.

### IT & Consumer Electronics

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	0 (0%)	0 (0%)	1 (4%)	1 (4%)	1 (4%)	2 (8%)	11 (44%)	9 (36%)	25
2	2 (8%)	1 (4%)	1 (4%)	1 (4%)	2 (8%)	2 (8%)	1 (4%)	15 (60%)	25
3	0 (0%)	1 (4%)	0 (0%)	1 (4%)	1 (4%)	1 (4%)	0 (0%)	21 (84%)	25
4	1 (4%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	23 (92%)	25
5	0 (0%)	0 (0%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	23 (92%)	25
6	1 (4%)	1 (4%)	0 (0%)	0 (0%)	1 (4%)	1 (4%)	0 (0%)	21 (84%)	25
7	1 (4%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	4 (16%)	18 (72%)	25

### Petroleum, Natural Gas & Minerals

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	1 (33%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	3
2	0 (0%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (67%)	3
3	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3
4	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3
5	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3
6	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3
7	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.

### Pharma, Health & Chemicals

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	2 (8%)	2 (8%)	2 (8%)	2 (8%)	2 (8%)	0 (0%)	5 (20%)	10 (40%)	25
2	2 (8%)	2 (8%)	2 (8%)	2 (8%)	0 (0%)	2 (8%)	1 (4%)	14 (56%)	25
3	2 (8%)	0 (0%)	1 (4%)	0 (0%)	2 (8%)	0 (0%)	1 (4%)	19 (76%)	25
4	1 (4%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	2 (8%)	20 (80%)	25
5	1 (4%)	0 (0%)	0 (0%)	3 (12%)	2 (8%)	0 (0%)	0 (0%)	19 (76%)	25
6	4 (16%)	1 (4%)	1 (4%)	0 (0%)	0 (0%)	1 (4%)	0 (0%)	18 (72%)	25
7	2 (8%)	2 (8%)	5 (20%)	0 (0%)	1 (4%)	0 (0%)	1 (4%)	14 (56%)	25

### Textiles, Wearing Apparel & Footwear

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	4 (7%)	3 (5%)	10 (17%)	11 (18%)	1 (2%)	2 (3%)	18 (30%)	11 (18%)	60
2	1 (2%)	1 (2%)	5 (8%)	0 (0%)	1 (2%)	4 (7%)	4 (7%)	44 (73%)	60
3	2 (3%)	1 (2%)	1 (2%)	2 (3%)	3 (5%)	0 (0%)	1 (2%)	50 (83%)	60
4	2 (3%)	1 (2%)	1 (2%)	1 (2%)	1 (2%)	0 (0%)	1 (2%)	53 (88%)	60
5	2 (3%)	2 (3%)	2 (3%)	0 (0%)	2 (3%)	1 (2%)	1 (2%)	50 (83%)	60
6	1 (2%)	1 (2%)	2 (3%)	1 (2%)	1 (2%)	5 (8%)	0 (0%)	49 (82%)	60
7	3 (5%)	1 (2%)	1 (2%)	4 (7%)	1 (2%)	3 (5%)	6 (10%)	41 (68%)	60

## COAC 2013 Trade Efficiency Survey

Cont. 5 -- 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.

### All

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	2 (7%)	2 (7%)	3 (10%)	1 (3%)	6 (21%)	4 (14%)	3 (10%)	8 (28%)	29
2	3 (10%)	1 (3%)	1 (3%)	3 (10%)	2 (7%)	3 (10%)	2 (7%)	14 (48%)	29
3	3 (10%)	2 (7%)	1 (3%)	2 (7%)	2 (7%)	1 (3%)	2 (7%)	16 (55%)	29
4	2 (7%)	2 (7%)	4 (14%)	2 (7%)	1 (3%)	1 (3%)	1 (3%)	16 (55%)	29
5	1 (3%)	2 (7%)	4 (14%)	2 (7%)	0 (0%)	2 (7%)	3 (10%)	15 (52%)	29
6	1 (3%)	4 (14%)	1 (3%)	1 (3%)	4 (14%)	3 (10%)	1 (3%)	14 (48%)	29
7	1 (3%)	3 (10%)	5 (17%)	1 (3%)	1 (3%)	2 (7%)	5 (17%)	11 (38%)	29

### Other

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	2 (5%)	6 (14%)	3 (7%)	5 (11%)	4 (9%)	6 (14%)	10 (23%)	8 (18%)	44
2	2 (5%)	3 (7%)	3 (7%)	5 (11%)	1 (2%)	2 (5%)	4 (9%)	24 (55%)	44
3	1 (2%)	5 (11%)	2 (5%)	1 (2%)	2 (5%)	1 (2%)	1 (2%)	31 (70%)	44
4	1 (2%)	2 (5%)	2 (5%)	1 (2%)	1 (2%)	3 (7%)	1 (2%)	33 (75%)	44
5	1 (2%)	0 (0%)	3 (7%)	2 (5%)	2 (5%)	2 (5%)	1 (2%)	33 (75%)	44
6	3 (7%)	2 (5%)	2 (5%)	1 (2%)	2 (5%)	1 (2%)	0 (0%)	33 (75%)	44
7	4 (9%)	4 (9%)	0 (0%)	4 (9%)	1 (2%)	0 (0%)	4 (9%)	27 (61%)	44

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Job Type - 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.**

### Accounting or Financial Officer

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
<b>1</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
<b>2</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
<b>3</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
<b>4</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
<b>5</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
<b>6</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
<b>7</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.

### Consultant

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	1 (33%)	1 (33%)	3
2	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (67%)	0 (0%)	1 (33%)	3
3	0 (0%)	0 (0%)	0 (0%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	3
4	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	1 (33%)	3
5	0 (0%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	3
6	1 (33%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	3
7	1 (33%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3

### Customs Attorney

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (67%)	1 (33%)	3
2	1 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (67%)	3
3	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3
4	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3
5	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (100%)	3
6	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	2 (67%)	3
7	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	2 (67%)	3

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.

### Customs Compliance Officer

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	3 (11%)	5 (18%)	1 (4%)	0 (0%)	3 (11%)	3 (11%)	8 (29%)	5 (18%)	28
2	4 (14%)	2 (7%)	0 (0%)	3 (11%)	2 (7%)	2 (7%)	1 (4%)	14 (50%)	28
3	0 (0%)	2 (7%)	2 (7%)	1 (4%)	2 (7%)	1 (4%)	2 (7%)	18 (64%)	28
4	1 (4%)	3 (11%)	3 (11%)	0 (0%)	0 (0%)	1 (4%)	0 (0%)	20 (71%)	28
5	1 (4%)	0 (0%)	1 (4%)	2 (7%)	3 (11%)	1 (4%)	0 (0%)	20 (71%)	28
6	4 (14%)	1 (4%)	0 (0%)	0 (0%)	1 (4%)	2 (7%)	0 (0%)	20 (71%)	28
7	1 (4%)	1 (4%)	2 (7%)	4 (14%)	0 (0%)	0 (0%)	4 (14%)	16 (57%)	28

### Exporter

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
2	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
3	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
4	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
5	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
6	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1
7	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1



## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.

### Freight Forwarder

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	2 (17%)	0 (0%)	3 (25%)	2 (17%)	1 (8%)	1 (8%)	2 (17%)	1 (8%)	12
2	1 (8%)	1 (8%)	0 (0%)	0 (0%)	1 (8%)	2 (17%)	1 (8%)	6 (50%)	12
3	0 (0%)	1 (8%)	0 (0%)	1 (8%)	1 (8%)	1 (8%)	0 (0%)	8 (67%)	12
4	1 (8%)	1 (8%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (8%)	9 (75%)	12
5	1 (8%)	0 (0%)	1 (8%)	0 (0%)	0 (0%)	0 (0%)	1 (8%)	9 (75%)	12
6	1 (8%)	0 (0%)	2 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	9 (75%)	12
7	0 (0%)	1 (8%)	1 (8%)	1 (8%)	0 (0%)	0 (0%)	1 (8%)	8 (67%)	12

### Importer

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	12 (9%)	10 (7%)	14 (10%)	12 (9%)	7 (5%)	10 (7%)	29 (21%)	41 (30%)	135
2	8 (6%)	9 (7%)	4 (3%)	4 (3%)	4 (3%)	3 (2%)	11 (8%)	92 (68%)	135
3	4 (3%)	5 (4%)	6 (4%)	6 (4%)	3 (2%)	1 (1%)	3 (2%)	107 (79%)	135
4	3 (2%)	3 (2%)	1 (1%)	3 (2%)	5 (4%)	5 (4%)	3 (2%)	112 (83%)	135
5	2 (1%)	2 (1%)	4 (3%)	3 (2%)	5 (4%)	6 (4%)	3 (2%)	110 (81%)	135
6	5 (4%)	6 (4%)	6 (4%)	1 (1%)	3 (2%)	5 (4%)	4 (3%)	105 (78%)	135
7	10 (7%)	5 (4%)	7 (5%)	6 (4%)	3 (2%)	7 (5%)	13 (10%)	84 (62%)	135

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.

### Importer/Exporter

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	8 (8%)	12 (12%)	7 (7%)	7 (7%)	7 (7%)	9 (9%)	20 (20%)	28 (29%)	98
2	5 (5%)	5 (5%)	6 (6%)	6 (6%)	4 (4%)	5 (5%)	6 (6%)	61 (62%)	98
3	5 (5%)	4 (4%)	5 (5%)	4 (4%)	1 (1%)	0 (0%)	2 (2%)	77 (79%)	98
4	3 (3%)	2 (2%)	1 (1%)	0 (0%)	2 (2%)	1 (1%)	3 (3%)	86 (88%)	98
5	3 (3%)	1 (1%)	0 (0%)	1 (1%)	4 (4%)	0 (0%)	2 (2%)	87 (89%)	98
6	2 (2%)	4 (4%)	3 (3%)	2 (2%)	2 (2%)	3 (3%)	1 (1%)	81 (83%)	98
7	2 (2%)	7 (7%)	3 (3%)	3 (3%)	5 (5%)	6 (6%)	7 (7%)	65 (66%)	98

### Licensed Customs Broker

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	6 (8%)	7 (9%)	11 (14%)	6 (8%)	9 (12%)	10 (13%)	9 (12%)	19 (25%)	77
2	7 (9%)	1 (1%)	3 (4%)	6 (8%)	6 (8%)	2 (3%)	5 (6%)	47 (61%)	77
3	4 (5%)	7 (9%)	0 (0%)	1 (1%)	3 (4%)	1 (1%)	5 (6%)	56 (73%)	77
4	2 (3%)	2 (3%)	7 (9%)	2 (3%)	2 (3%)	5 (6%)	0 (0%)	57 (74%)	77
5	2 (3%)	1 (1%)	4 (5%)	4 (5%)	4 (5%)	2 (3%)	3 (4%)	57 (74%)	77
6	2 (3%)	4 (5%)	2 (3%)	6 (8%)	3 (4%)	5 (6%)	2 (3%)	53 (69%)	77
7	1 (1%)	8 (10%)	7 (9%)	2 (3%)	1 (1%)	5 (6%)	7 (9%)	46 (60%)	77

# COAC 2013 Trade Efficiency Survey

Cont. 5 -- 33) Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.

## Logistics Officer or Supply Chain Officer

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	4 (24%)	2 (12%)	1 (6%)	1 (6%)	1 (6%)	1 (6%)	3 (18%)	4 (24%)	17
2	0 (0%)	4 (24%)	3 (18%)	0 (0%)	0 (0%)	2 (12%)	0 (0%)	8 (47%)	17
3	0 (0%)	3 (18%)	2 (12%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	12 (71%)	17
4	0 (0%)	0 (0%)	1 (6%)	1 (6%)	0 (0%)	1 (6%)	0 (0%)	14 (82%)	17
5	0 (0%)	0 (0%)	0 (0%)	1 (6%)	0 (0%)	1 (6%)	1 (6%)	14 (82%)	17
6	1 (6%)	0 (0%)	0 (0%)	0 (0%)	2 (12%)	0 (0%)	0 (0%)	14 (82%)	17
7	0 (0%)	0 (0%)	0 (0%)	3 (18%)	0 (0%)	0 (0%)	3 (18%)	11 (65%)	17

## Other

	Northeast region	Northcentral region	New York region	Southeast region	Southcentral region	Southwest region	Pacific region	Skipped	Total count
1	0 (0%)	0 (0%)	0 (0%)	1 (11%)	1 (11%)	2 (22%)	4 (44%)	1 (11%)	9
2	0 (0%)	1 (11%)	1 (11%)	0 (0%)	0 (0%)	1 (11%)	2 (22%)	4 (44%)	9
3	0 (0%)	0 (0%)	0 (0%)	2 (22%)	1 (11%)	0 (0%)	0 (0%)	6 (67%)	9
4	1 (11%)	1 (11%)	1 (11%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (67%)	9
5	1 (11%)	1 (11%)	0 (0%)	1 (11%)	0 (0%)	0 (0%)	0 (0%)	6 (67%)	9
6	0 (0%)	0 (0%)	1 (11%)	0 (0%)	1 (11%)	1 (11%)	0 (0%)	6 (67%)	9
7	1 (11%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (11%)	2 (22%)	5 (56%)	9

## CBP and PGA Satisfaction

### Overview

Most respondents, at least 81%, are satisfied with CBP's facilitation efforts, with a higher concentration of satisfaction in the Pacific region. A deeper look at the 2012 results revealed an opportunity to provide additional detail with regard to trade's satisfaction with Partnered Government Agencies (PGAs). As a result, 2013 questions were added.

Most respondents, at least 65%, indicated they had experienced a delay in the release of their shipments. When asked if the imported merchandise was subject to Partner Government Agency (PGA) regulations, 28% of respondents indicated "yes", 34% of respondents indicated "no", and 37% of respondents "did not know". Of note was that approximately half of the "no" responses were from Importers and Exporters/Importers, most from regulated industries. As a result, we conclude there is a gap in knowledge of PGA requirements. When a delay was encountered, respondents reported contacting the Broker 41%, the Port 24%, or the PGA 28%. Directly related, the highest satisfaction rating was given to the Broker (76%).

Survey respondents who knew their entries were subject to PGA regulations strongly supported the ability to file data early and electronically, followed by the need for a single, coordinated One US Government entry release. Respondents clearly require better, more descriptive, information about cargo delays and holds and the ability to discern whether CBP or a PGA is involved in the delay/hold. The greater the dwell time for PGA cargo, the greater the impact to the international supply chain. While survey respondents did not always know the cause for cargo delays/holds, the vast majority of respondents indicated that none of their PGA holds during the past 12 months resulted in an actual refusal.

The COAC requests that CBP share the survey information with the Partner Government Agencies, so they may have a better understanding of the impact of cargo delays/holds, (detention and dwell times) on the international supply chain. In addition, the implementation of the One US Government at the Border Single Window approach, coupled with the PGA Message Set will provide greater visibility to the trade community as to the reasons for the delays/holds. We encourage the Partner Government Agencies to become early adopters of PGA Message Set, allowing for early submission of information so the Partner Government Agencies may perform earlier risk assessment and decisions on cargo admissibility, preferably prior to arrival of the cargo.

**4) What is your current overall level of satisfaction with CBP as a whole as it pertains to trade facilitation?**

Option	Total Count
Satisfied	628 (81%)
Neutral	102 (13%)
Dissatisfied	37 (5%)
Skipped	8 (1%)
<b>Grand Total</b>	<b>775 (100%)</b>

**Cross Tab by Industry - 4) What is your current overall level of satisfaction with CBP as a whole as it pertains to trade facilitation?**

	Satisfied	Neutral	Dissatisfied	Skipped	Total count
Ag & Prepared Products	57 (86%)	8 (12%)	1 (2%)	0 (0%)	66
Auto & Aerospace	82 (80%)	17 (17%)	4 (4%)	0 (0%)	103
Base Metals & Machinery	52 (80%)	8 (12%)	5 (8%)	0 (0%)	65
Consumer Products & Mass Merch.	96 (81%)	17 (14%)	3 (3%)	2 (2%)	118
Industrial & Manuf. Materials	46 (87%)	4 (8%)	2 (4%)	1 (2%)	53
IT & Consumer Electronics	46 (79%)	10 (17%)	1 (2%)	1 (2%)	58
Petroleum, Natural Gas & Minerals	9 (100%)	0 (0%)	0 (0%)	0 (0%)	9
Pharma, Health & Chemicals	36 (88%)	3 (7%)	1 (2%)	1 (2%)	41
Textiles, Wearing Apparel & Footwear	80 (76%)	16 (15%)	8 (8%)	1 (1%)	105
All	46 (77%)	6 (10%)	8 (13%)	0 (0%)	60
Other	78 (80%)	13 (13%)	4 (4%)	2 (2%)	97
<b>Grand Total</b>	<b>628 (81%)</b>	<b>102 (13%)</b>	<b>37 (5%)</b>	<b>8 (1%)</b>	<b>775</b>

**Cross Tab by Job Type - 4) What is your current overall level of satisfaction with CBP as a whole as it pertains to trade facilitation?**

	Satisfied	Neutral	Dissatisfied	Skipped	Total count
Accounting or Financial Officer	5 (71%)	1 (14%)	1 (14%)	0 (0%)	7
Consultant	5 (71%)	0 (0%)	2 (29%)	0 (0%)	7
Customs Attorney	2 (67%)	0 (0%)	1 (33%)	0 (0%)	3
Customs Compliance Officer	32 (82%)	7 (18%)	0 (0%)	0 (0%)	39
Exporter	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
Freight Forwarder	45 (76%)	11 (19%)	3 (5%)	0 (0%)	59
Importer	228 (81%)	37 (13%)	13 (5%)	3 (1%)	281
Importer/Exporter	130 (81%)	24 (15%)	4 (3%)	2 (1%)	160
Licensed Customs Broker	88 (83%)	10 (9%)	8 (8%)	0 (0%)	106
Logistics Officer or Supply Chain Officer	52 (83%)	7 (11%)	2 (3%)	2 (3%)	63
Other	38 (83%)	4 (9%)	3 (7%)	1 (2%)	46
Grand Total	627 (81%)	101 (13%)	37 (5%)	8 (1%)	773

**5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?**

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	328 (42%)	82 (11%)	29 (4%)	224 (29%)	112 (14%)	775
Northcentral region	270 (35%)	71 (9%)	14 (2%)	272 (35%)	148 (19%)	775
New York region	324 (42%)	94 (12%)	47 (6%)	194 (25%)	116 (15%)	775
Southeast region	299 (39%)	77 (10%)	28 (4%)	236 (30%)	135 (17%)	775
Southcentral region	226 (29%)	74 (10%)	14 (2%)	298 (38%)	163 (21%)	775
Southwest region	271 (35%)	84 (11%)	26 (3%)	258 (33%)	136 (18%)	775
Pacific region	408 (53%)	92 (12%)	37 (5%)	142 (18%)	96 (12%)	775

## COAC 2013 Trade Efficiency Survey

Cross Tab by Industry - 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?

### Ag & Prepared Products

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	37 (56%)	3 (5%)	3 (5%)	15 (23%)	8 (12%)	66
Northcentral region	23 (35%)	4 (6%)	2 (3%)	23 (35%)	14 (21%)	66
New York region	30 (45%)	4 (6%)	5 (8%)	16 (24%)	11 (17%)	66
Southeast region	35 (53%)	3 (5%)	1 (2%)	16 (24%)	11 (17%)	66
Southcentral region	25 (38%)	2 (3%)	0 (0%)	23 (35%)	16 (24%)	66
Southwest region	35 (53%)	4 (6%)	0 (0%)	15 (23%)	12 (18%)	66
Pacific region	35 (53%)	4 (6%)	3 (5%)	16 (24%)	8 (12%)	66

### Auto & Aerospace

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	32 (31%)	10 (10%)	2 (2%)	33 (32%)	26 (25%)	103
Northcentral region	34 (33%)	8 (8%)	2 (2%)	30 (29%)	29 (28%)	103
New York region	30 (29%)	12 (12%)	4 (4%)	28 (27%)	29 (28%)	103
Southeast region	31 (30%)	14 (14%)	4 (4%)	28 (27%)	26 (25%)	103
Southcentral region	29 (28%)	14 (14%)	1 (1%)	30 (29%)	29 (28%)	103
Southwest region	34 (33%)	17 (17%)	3 (3%)	27 (26%)	22 (21%)	103
Pacific region	47 (46%)	17 (17%)	2 (2%)	17 (17%)	20 (19%)	103

**Cont. 1 -- 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?****Base Metals & Machinery**

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
<b>Northeast region</b>	31 (48%)	8 (12%)	2 (3%)	19 (29%)	5 (8%)	65
<b>Northcentral region</b>	29 (45%)	3 (5%)	2 (3%)	23 (35%)	8 (12%)	65
<b>New York region</b>	29 (45%)	7 (11%)	4 (6%)	18 (28%)	7 (11%)	65
<b>Southeast region</b>	28 (43%)	7 (11%)	2 (3%)	24 (37%)	4 (6%)	65
<b>Southcentral region</b>	23 (35%)	4 (6%)	2 (3%)	30 (46%)	6 (9%)	65
<b>Southwest region</b>	27 (42%)	5 (8%)	2 (3%)	24 (37%)	7 (11%)	65
<b>Pacific region</b>	33 (51%)	6 (9%)	3 (5%)	18 (28%)	5 (8%)	65

**Consumer Products & Mass Merch.**

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
<b>Northeast region</b>	50 (42%)	7 (6%)	4 (3%)	39 (33%)	18 (15%)	118
<b>Northcentral region</b>	42 (36%)	7 (6%)	2 (2%)	48 (41%)	19 (16%)	118
<b>New York region</b>	49 (42%)	10 (8%)	7 (6%)	33 (28%)	19 (16%)	118
<b>Southeast region</b>	45 (38%)	8 (7%)	4 (3%)	40 (34%)	21 (18%)	118
<b>Southcentral region</b>	27 (23%)	8 (7%)	4 (3%)	56 (47%)	23 (19%)	118
<b>Southwest region</b>	35 (30%)	9 (8%)	4 (3%)	49 (42%)	21 (18%)	118
<b>Pacific region</b>	79 (67%)	10 (8%)	5 (4%)	16 (14%)	8 (7%)	118



## Cont. 2 -- 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?

## Industrial &amp; Manuf. Materials

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	29 (55%)	4 (8%)	0 (0%)	12 (23%)	8 (15%)	53
Northcentral region	24 (45%)	4 (8%)	0 (0%)	13 (25%)	12 (23%)	53
New York region	29 (55%)	5 (9%)	0 (0%)	10 (19%)	9 (17%)	53
Southeast region	28 (53%)	5 (9%)	0 (0%)	10 (19%)	10 (19%)	53
Southcentral region	17 (32%)	4 (8%)	0 (0%)	20 (38%)	12 (23%)	53
Southwest region	23 (43%)	6 (11%)	0 (0%)	14 (26%)	10 (19%)	53
Pacific region	28 (53%)	5 (9%)	1 (2%)	10 (19%)	9 (17%)	53

## IT &amp; Consumer Electronics

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	15 (26%)	10 (17%)	2 (3%)	23 (40%)	8 (14%)	58
Northcentral region	16 (28%)	10 (17%)	1 (2%)	22 (38%)	9 (16%)	58
New York region	15 (26%)	10 (17%)	2 (3%)	22 (38%)	9 (16%)	58
Southeast region	14 (24%)	6 (10%)	2 (3%)	27 (47%)	9 (16%)	58
Southcentral region	15 (26%)	6 (10%)	3 (5%)	23 (40%)	11 (19%)	58
Southwest region	25 (43%)	7 (12%)	1 (2%)	16 (28%)	9 (16%)	58
Pacific region	34 (59%)	11 (19%)	2 (3%)	7 (12%)	4 (7%)	58

## Cont. 3 -- 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?

## Petroleum, Natural Gas &amp; Minerals

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	3 (33%)	1 (11%)	0 (0%)	3 (33%)	2 (22%)	9
Northcentral region	3 (33%)	1 (11%)	0 (0%)	3 (33%)	2 (22%)	9
New York region	5 (56%)	2 (22%)	0 (0%)	2 (22%)	0 (0%)	9
Southeast region	2 (22%)	2 (22%)	0 (0%)	3 (33%)	2 (22%)	9
Southcentral region	4 (44%)	2 (22%)	0 (0%)	1 (11%)	2 (22%)	9
Southwest region	4 (44%)	2 (22%)	1 (11%)	1 (11%)	1 (11%)	9
Pacific region	5 (56%)	1 (11%)	0 (0%)	2 (22%)	1 (11%)	9

## Pharma, Health &amp; Chemicals

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	26 (63%)	3 (7%)	2 (5%)	5 (12%)	5 (12%)	41
Northcentral region	20 (49%)	5 (12%)	1 (2%)	9 (22%)	6 (15%)	41
New York region	24 (59%)	6 (15%)	4 (10%)	4 (10%)	3 (7%)	41
Southeast region	20 (49%)	4 (10%)	2 (5%)	10 (24%)	5 (12%)	41
Southcentral region	15 (37%)	5 (12%)	0 (0%)	14 (34%)	7 (17%)	41
Southwest region	16 (39%)	4 (10%)	0 (0%)	16 (39%)	5 (12%)	41
Pacific region	20 (49%)	4 (10%)	0 (0%)	11 (27%)	6 (15%)	41

COAC 2013 Trade Efficiency Survey

Cont. 4 -- 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?  
Textiles, Wearing Apparel & Footwear

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	35 (33%)	10 (10%)	7 (7%)	37 (35%)	16 (15%)	105
Northcentral region	17 (16%)	5 (5%)	1 (1%)	52 (50%)	30 (29%)	105
New York region	48 (46%)	12 (11%)	5 (5%)	28 (27%)	12 (11%)	105
Southeast region	27 (26%)	8 (8%)	5 (5%)	36 (34%)	29 (28%)	105
Southcentral region	16 (15%)	9 (9%)	0 (0%)	50 (48%)	30 (29%)	105
Southwest region	21 (20%)	9 (9%)	3 (3%)	46 (44%)	26 (25%)	105
Pacific region	52 (50%)	12 (11%)	7 (7%)	17 (16%)	17 (16%)	105

All

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	33 (55%)	11 (18%)	5 (8%)	10 (17%)	1 (2%)	60
Northcentral region	32 (53%)	8 (13%)	3 (5%)	14 (23%)	3 (5%)	60
New York region	32 (53%)	7 (12%)	11 (18%)	9 (15%)	1 (2%)	60
Southeast region	34 (57%)	9 (15%)	4 (7%)	13 (22%)	0 (0%)	60
Southcentral region	31 (52%)	9 (15%)	3 (5%)	14 (23%)	3 (5%)	60
Southwest region	28 (47%)	9 (15%)	9 (15%)	10 (17%)	4 (7%)	60
Pacific region	32 (53%)	8 (13%)	10 (17%)	6 (10%)	4 (7%)	60

## Cont. 5 -- 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?

Other

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
<b>Northeast region</b>	37 (38%)	15 (15%)	2 (2%)	28 (29%)	15 (15%)	97
<b>Northcentral region</b>	30 (31%)	16 (16%)	0 (0%)	35 (36%)	16 (16%)	97
<b>New York region</b>	33 (34%)	19 (20%)	5 (5%)	24 (25%)	16 (16%)	97
<b>Southeast region</b>	35 (36%)	11 (11%)	4 (4%)	29 (30%)	18 (19%)	97
<b>Southcentral region</b>	24 (25%)	11 (11%)	1 (1%)	37 (38%)	24 (25%)	97
<b>Southwest region</b>	23 (24%)	12 (12%)	3 (3%)	40 (41%)	19 (20%)	97
<b>Pacific region</b>	43 (44%)	14 (14%)	4 (4%)	22 (23%)	14 (14%)	97

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Job Type – 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?**

### Accounting or Financial Officer

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	2 (29%)	0 (0%)	0 (0%)	2 (29%)	3 (43%)	7
Northcentral region	2 (29%)	0 (0%)	0 (0%)	2 (29%)	3 (43%)	7
New York region	2 (29%)	0 (0%)	0 (0%)	3 (43%)	2 (29%)	7
Southeast region	0 (0%)	0 (0%)	0 (0%)	4 (57%)	3 (43%)	7
Southcentral region	0 (0%)	0 (0%)	0 (0%)	4 (57%)	3 (43%)	7
Southwest region	2 (29%)	1 (14%)	0 (0%)	3 (43%)	1 (14%)	7
Pacific region	1 (14%)	0 (0%)	1 (14%)	3 (43%)	2 (29%)	7

### Consultant

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	4 (57%)	2 (29%)	1 (14%)	0 (0%)	0 (0%)	7
Northcentral region	4 (57%)	0 (0%)	2 (29%)	0 (0%)	1 (14%)	7
New York region	5 (71%)	1 (14%)	0 (0%)	0 (0%)	1 (14%)	7
Southeast region	2 (29%)	1 (14%)	2 (29%)	1 (14%)	1 (14%)	7
Southcentral region	1 (14%)	2 (29%)	1 (14%)	2 (29%)	1 (14%)	7
Southwest region	1 (14%)	2 (29%)	1 (14%)	2 (29%)	1 (14%)	7
Pacific region	2 (29%)	1 (14%)	1 (14%)	2 (29%)	1 (14%)	7

## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?

### Customs Attorney

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	1 (33%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	3
Northcentral region	1 (33%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	3
New York region	1 (33%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	3
Southeast region	0 (0%)	1 (33%)	1 (33%)	1 (33%)	0 (0%)	3
Southcentral region	0 (0%)	1 (33%)	1 (33%)	1 (33%)	0 (0%)	3
Southwest region	1 (33%)	1 (33%)	1 (33%)	0 (0%)	0 (0%)	3
Pacific region	0 (0%)	1 (33%)	1 (33%)	1 (33%)	0 (0%)	3

### Customs Compliance Officer

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	17 (44%)	7 (18%)	2 (5%)	9 (23%)	4 (10%)	39
Northcentral region	16 (41%)	5 (13%)	1 (3%)	8 (21%)	9 (23%)	39
New York region	15 (38%)	6 (15%)	4 (10%)	8 (21%)	6 (15%)	39
Southeast region	17 (44%)	3 (8%)	5 (13%)	7 (18%)	7 (18%)	39
Southcentral region	12 (31%)	7 (18%)	0 (0%)	10 (26%)	10 (26%)	39
Southwest region	13 (33%)	7 (18%)	2 (5%)	10 (26%)	7 (18%)	39
Pacific region	19 (49%)	7 (18%)	2 (5%)	5 (13%)	6 (15%)	39

COAC 2013 Trade Efficiency Survey

Cont. 2 -- 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?  
Exporter

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Northcentral region	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
New York region	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Southeast region	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Southcentral region	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Southwest region	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Pacific region	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2

Freight Forwarder

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	27 (46%)	9 (15%)	3 (5%)	11 (19%)	9 (15%)	59
Northcentral region	22 (37%)	6 (10%)	0 (0%)	16 (27%)	15 (25%)	59
New York region	28 (47%)	8 (14%)	3 (5%)	9 (15%)	11 (19%)	59
Southeast region	27 (46%)	8 (14%)	0 (0%)	13 (22%)	11 (19%)	59
Southcentral region	20 (34%)	8 (14%)	0 (0%)	17 (29%)	14 (24%)	59
Southwest region	22 (37%)	12 (20%)	1 (2%)	13 (22%)	11 (19%)	59
Pacific region	30 (51%)	9 (15%)	3 (5%)	8 (14%)	9 (15%)	59

**Cont. 3 -- 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?**  
**Importer**

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	111 (40%)	20 (7%)	12 (4%)	103 (37%)	35 (12%)	281
Northcentral region	81 (29%)	19 (7%)	4 (1%)	123 (44%)	54 (19%)	281
New York region	118 (42%)	29 (10%)	14 (5%)	84 (30%)	36 (13%)	281
Southeast region	105 (37%)	24 (9%)	6 (2%)	94 (33%)	52 (19%)	281
Southcentral region	68 (24%)	17 (6%)	3 (1%)	130 (46%)	63 (22%)	281
Southwest region	89 (32%)	18 (6%)	3 (1%)	115 (41%)	56 (20%)	281
Pacific region	164 (58%)	34 (12%)	5 (2%)	52 (19%)	26 (9%)	281

**Importer/Exporter**

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	70 (44%)	19 (12%)	2 (1%)	46 (29%)	23 (14%)	160
Northcentral region	62 (39%)	20 (13%)	2 (1%)	54 (34%)	22 (14%)	160
New York region	63 (39%)	23 (14%)	9 (6%)	43 (27%)	22 (14%)	160
Southeast region	57 (36%)	20 (13%)	5 (3%)	54 (34%)	24 (15%)	160
Southcentral region	48 (30%)	21 (13%)	4 (3%)	59 (37%)	28 (18%)	160
Southwest region	58 (36%)	25 (16%)	5 (3%)	53 (33%)	19 (12%)	160
Pacific region	85 (53%)	22 (14%)	3 (2%)	29 (18%)	21 (13%)	160



## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?  
Licensed Customs Broker

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	50 (47%)	15 (14%)	6 (6%)	20 (19%)	15 (14%)	106
Northcentral region	48 (45%)	12 (11%)	3 (3%)	28 (26%)	15 (14%)	106
New York region	49 (46%)	13 (12%)	12 (11%)	18 (17%)	14 (13%)	106
Southeast region	48 (45%)	11 (10%)	7 (7%)	24 (23%)	16 (15%)	106
Southcentral region	52 (49%)	9 (8%)	4 (4%)	28 (26%)	13 (12%)	106
Southwest region	51 (48%)	13 (12%)	8 (8%)	22 (21%)	12 (11%)	106
Pacific region	57 (54%)	9 (8%)	17 (16%)	14 (13%)	9 (8%)	106

Logistics Officer or Supply Chain Officer

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	26 (41%)	4 (6%)	2 (3%)	20 (32%)	11 (17%)	63
Northcentral region	17 (27%)	4 (6%)	0 (0%)	27 (43%)	15 (24%)	63
New York region	26 (41%)	8 (13%)	2 (3%)	16 (25%)	11 (17%)	63
Southeast region	24 (38%)	6 (10%)	0 (0%)	22 (35%)	11 (17%)	63
Southcentral region	14 (22%)	6 (10%)	0 (0%)	28 (44%)	15 (24%)	63
Southwest region	18 (29%)	2 (3%)	1 (2%)	25 (40%)	17 (27%)	63
Pacific region	31 (49%)	6 (10%)	1 (2%)	15 (24%)	10 (16%)	63

Cont. 5 -- 5) What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?

Other

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Northeast region	18 (39%)	5 (11%)	0 (0%)	13 (28%)	10 (22%)	46
Northcentral region	16 (35%)	4 (9%)	1 (2%)	14 (30%)	11 (24%)	46
New York region	16 (35%)	5 (11%)	2 (4%)	13 (28%)	10 (22%)	46
Southeast region	17 (37%)	3 (7%)	2 (4%)	15 (33%)	9 (20%)	46
Southcentral region	10 (22%)	3 (7%)	1 (2%)	18 (39%)	14 (30%)	46
Southwest region	15 (33%)	3 (7%)	4 (9%)	14 (30%)	10 (22%)	46
Pacific region	18 (39%)	3 (7%)	3 (7%)	12 (26%)	10 (22%)	46

**34) Is your imported merchandise subject to PGA regulations<sup>35</sup>?**

Option	Total Count
Yes	219 (28%)
No	266 (34%)
Do not know	290 (37%)
Skipped	0 (0%)
<b>Grand Total</b>	<b>775 (100%)</b>

**Cross Tab by Industry - 34) Is your imported merchandise subject to PGA regulations<sup>36</sup>?**

	Yes	No	Do not know	Skipped	Total count
Ag & Prepared Products	17 (26%)	22 (33%)	27 (41%)	0 (0%)	66
Auto & Aerospace	27 (26%)	40 (39%)	36 (35%)	0 (0%)	103
Base Metals & Machinery	14 (22%)	22 (34%)	29 (45%)	0 (0%)	65
Consumer Products & Mass Merch.	42 (36%)	32 (27%)	44 (37%)	0 (0%)	118
Industrial & Manuf. Materials	11 (21%)	22 (42%)	20 (38%)	0 (0%)	53
IT & Consumer Electronics	20 (34%)	25 (43%)	13 (22%)	0 (0%)	58
Petroleum, Natural Gas & Minerals	0 (0%)	3 (33%)	6 (67%)	0 (0%)	9
Pharma, Health & Chemicals	20 (49%)	10 (24%)	11 (27%)	0 (0%)	41
Textiles, Wearing Apparel & Footwear	23 (22%)	37 (35%)	45 (43%)	0 (0%)	105
All	26 (43%)	12 (20%)	22 (37%)	0 (0%)	60
Other	19 (20%)	41 (42%)	37 (38%)	0 (0%)	97
<b>Grand Total</b>	<b>219 (28%)</b>	<b>266 (34%)</b>	<b>290 (37%)</b>	<b>0 (0%)</b>	<b>775</b>

<sup>35</sup> Questions 35 through 44 were not applicable to respondents who answered either "No" or "Do not know" to question 34.

<sup>36</sup> Questions 35 through 44 were not applicable to respondents who answered either "No" or "Do not know" to question 34.

Cross Tab by Job Type - 34) Is your imported merchandise subject to PGA regulations<sup>37</sup>?

	Yes	No	Do not know	Skipped	Total count
Accounting or Financial Officer	0 (0%)	0 (0%)	7 (100%)	0 (0%)	7
Consultant	2 (29%)	3 (43%)	2 (29%)	0 (0%)	7
Customs Attorney	1 (33%)	2 (67%)	0 (0%)	0 (0%)	3
Customs Compliance Officer	11 (28%)	17 (44%)	11 (28%)	0 (0%)	39
Exporter	0 (0%)	1 (50%)	1 (50%)	0 (0%)	2
Freight Forwarder	2 (3%)	34 (58%)	23 (39%)	0 (0%)	59
Importer	73 (26%)	99 (35%)	109 (39%)	0 (0%)	281
Importer/Exporter	57 (36%)	55 (34%)	48 (30%)	0 (0%)	160
Licensed Customs Broker	60 (57%)	24 (23%)	22 (21%)	0 (0%)	106
Logistics Officer or Supply Chain Officer	7 (11%)	17 (27%)	39 (62%)	0 (0%)	63
Other	6 (13%)	12 (26%)	28 (61%)	0 (0%)	46
<b>Grand Total</b>	<b>219 (28%)</b>	<b>264 (34%)</b>	<b>290 (38%)</b>	<b>0 (0%)</b>	<b>773</b>

<sup>37</sup> Questions 35 through 44 were not applicable to respondents who answered either “No” or “Do not know” to question 34.

## COAC 2013 Trade Efficiency Survey

35) Select the percentage of your entries the below PGAs regulate:

Option	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	27 (12%)	94 (43%)	31 (14%)	15 (7%)	10 (5%)	29 (13%)	13 (6%)	219
U.S. Department of Agriculture (USDA)	70 (32%)	87 (40%)	15 (7%)	4 (2%)	4 (2%)	10 (5%)	29 (13%)	219
Environmental Protection Agency (EPA)	91 (42%)	78 (36%)	9 (4%)	3 (1%)	3 (1%)	7 (3%)	28 (13%)	219
Consumer Product Safety Commission (CPSC)	94 (43%)	58 (26%)	6 (3%)	8 (4%)	6 (3%)	14 (6%)	33 (15%)	219
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	142 (65%)	37 (17%)	6 (3%)	0 (0%)	1 (0%)	2 (1%)	31 (14%)	219
National Marine Fisheries Service (NMFS)	160 (73%)	22 (10%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	37 (17%)	219
National Highway Traffic Safety Administration (NHTSA)	134 (61%)	37 (17%)	2 (1%)	3 (1%)	4 (2%)	2 (1%)	37 (17%)	219
Federal Communications Commission (FCC)	62 (28%)	107 (49%)	11 (5%)	6 (3%)	2 (1%)	6 (3%)	25 (11%)	219
Fish & Wildlife Service (FWS)	106 (48%)	68 (31%)	7 (3%)	3 (1%)	1 (0%)	0 (0%)	34 (16%)	219

Cross Tab by Industry - 35) Select the percentage of your entries the below PGAs regulate:

### Ag & Prepared Products

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	1 (6%)	2 (12%)	1 (6%)	0 (0%)	13 (76%)	0 (0%)	17
U.S. Department of Agriculture (USDA)	3 (18%)	8 (47%)	1 (6%)	0 (0%)	0 (0%)	5 (29%)	0 (0%)	17
Environmental Protection Agency (EPA)	14 (82%)	2 (12%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (6%)	17
Consumer Product Safety Commission (CPSC)	12 (71%)	2 (12%)	1 (6%)	0 (0%)	0 (0%)	0 (0%)	2 (12%)	17
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	13 (76%)	1 (6%)	1 (6%)	0 (0%)	0 (0%)	2 (12%)	0 (0%)	17
National Marine Fisheries Service (NMFS)	12 (71%)	3 (18%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (12%)	17
National Highway Traffic Safety Administration (NHTSA)	13 (76%)	1 (6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (18%)	17
Federal Communications Commission (FCC)	13 (76%)	3 (18%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (6%)	17
Fish & Wildlife Service (FWS)	13 (76%)	3 (18%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (6%)	17

Cont. 1 -- 35) Select the percentage of your entries the below PGAs regulate:

**Auto & Aerospace**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	5 (19%)	17 (63%)	1 (4%)	1 (4%)	0 (0%)	0 (0%)	3 (11%)	27
U.S. Department of Agriculture (USDA)	14 (52%)	8 (30%)	0 (0%)	1 (4%)	0 (0%)	0 (0%)	4 (15%)	27
Environmental Protection Agency (EPA)	9 (33%)	10 (37%)	1 (4%)	1 (4%)	2 (7%)	2 (7%)	2 (7%)	27
Consumer Product Safety Commission (CPSC)	20 (74%)	3 (11%)	0 (0%)	1 (4%)	0 (0%)	0 (0%)	3 (11%)	27
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	20 (74%)	5 (19%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (7%)	27
National Marine Fisheries Service (NMFS)	24 (89%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (11%)	27
National Highway Traffic Safety Administration (NHTSA)	14 (52%)	5 (19%)	0 (0%)	1 (4%)	3 (11%)	2 (7%)	2 (7%)	27
Federal Communications Commission (FCC)	4 (15%)	17 (63%)	1 (4%)	2 (7%)	0 (0%)	0 (0%)	3 (11%)	27
Fish & Wildlife Service (FWS)	21 (78%)	1 (4%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	4 (15%)	27

**Base Metals & Machinery**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	4 (29%)	8 (57%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (14%)	14
U.S. Department of Agriculture (USDA)	3 (21%)	7 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (29%)	14
Environmental Protection Agency (EPA)	2 (14%)	9 (64%)	1 (7%)	0 (0%)	0 (0%)	0 (0%)	2 (14%)	14
Consumer Product Safety Commission (CPSC)	5 (36%)	5 (36%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (29%)	14
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	8 (57%)	2 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (29%)	14
National Marine Fisheries Service (NMFS)	10 (71%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (29%)	14
National Highway Traffic Safety Administration (NHTSA)	7 (50%)	3 (21%)	1 (7%)	0 (0%)	0 (0%)	0 (0%)	3 (21%)	14
Federal Communications Commission (FCC)	2 (14%)	10 (71%)	1 (7%)	0 (0%)	0 (0%)	0 (0%)	1 (7%)	14
Fish & Wildlife Service (FWS)	8 (57%)	3 (21%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (21%)	14

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 35) Select the percentage of your entries the below PGAs regulate:

### Consumer Products & Mass Merch.

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	5 (12%)	21 (50%)	5 (12%)	6 (14%)	3 (7%)	1 (2%)	1 (2%)	42
U.S. Department of Agriculture (USDA)	9 (21%)	23 (55%)	3 (7%)	3 (7%)	0 (0%)	1 (2%)	3 (7%)	42
Environmental Protection Agency (EPA)	21 (50%)	16 (38%)	0 (0%)	1 (2%)	0 (0%)	0 (0%)	4 (10%)	42
Consumer Product Safety Commission (CPSC)	8 (19%)	15 (36%)	3 (7%)	5 (12%)	2 (5%)	6 (14%)	3 (7%)	42
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	30 (71%)	6 (14%)	1 (2%)	0 (0%)	1 (2%)	0 (0%)	4 (10%)	42
National Marine Fisheries Service (NMFS)	34 (81%)	4 (10%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (10%)	42
National Highway Traffic Safety Administration (NHTSA)	29 (69%)	9 (21%)	0 (0%)	0 (0%)	1 (2%)	0 (0%)	3 (7%)	42
Federal Communications Commission (FCC)	12 (29%)	24 (57%)	2 (5%)	1 (2%)	0 (0%)	0 (0%)	3 (7%)	42
Fish & Wildlife Service (FWS)	17 (40%)	18 (43%)	2 (5%)	1 (2%)	0 (0%)	0 (0%)	4 (10%)	42

### Industrial & Manuf. Materials

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	3 (27%)	5 (45%)	2 (18%)	0 (0%)	1 (9%)	0 (0%)	0 (0%)	11
U.S. Department of Agriculture (USDA)	5 (45%)	4 (36%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	11
Environmental Protection Agency (EPA)	2 (18%)	3 (27%)	1 (9%)	0 (0%)	1 (9%)	2 (18%)	2 (18%)	11
Consumer Product Safety Commission (CPSC)	8 (73%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (27%)	11
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	8 (73%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (27%)	11
National Marine Fisheries Service (NMFS)	7 (64%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (36%)	11
National Highway Traffic Safety Administration (NHTSA)	5 (45%)	2 (18%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (36%)	11
Federal Communications Commission (FCC)	3 (27%)	6 (55%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	11
Fish & Wildlife Service (FWS)	7 (64%)	1 (9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (27%)	11

## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 35) Select the percentage of your entries the below PGAs regulate:

### IT & Consumer Electronics

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	2 (10%)	9 (45%)	1 (5%)	4 (20%)	2 (10%)	0 (0%)	2 (10%)	20
U.S. Department of Agriculture (USDA)	12 (60%)	2 (10%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20
Environmental Protection Agency (EPA)	8 (40%)	6 (30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20
Consumer Product Safety Commission (CPSC)	10 (50%)	1 (5%)	1 (5%)	1 (5%)	0 (0%)	1 (5%)	6 (30%)	20
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	14 (70%)	1 (5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (25%)	20
National Marine Fisheries Service (NMFS)	14 (70%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20
National Highway Traffic Safety Administration (NHTSA)	14 (70%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20
Federal Communications Commission (FCC)	1 (5%)	5 (25%)	3 (15%)	2 (10%)	1 (5%)	6 (30%)	2 (10%)	20
Fish & Wildlife Service (FWS)	13 (65%)	1 (5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20

### Petroleum, Natural Gas & Minerals

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Federal Communications Commission (FCC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0



## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 35) Select the percentage of your entries the below PGAs regulate:

### Pharma, Health & Chemicals

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	4 (20%)	3 (15%)	0 (0%)	1 (5%)	12 (60%)	0 (0%)	20
U.S. Department of Agriculture (USDA)	5 (25%)	4 (20%)	4 (20%)	0 (0%)	3 (15%)	2 (10%)	2 (10%)	20
Environmental Protection Agency (EPA)	5 (25%)	7 (35%)	2 (10%)	1 (5%)	0 (0%)	2 (10%)	3 (15%)	20
Consumer Product Safety Commission (CPSC)	13 (65%)	2 (10%)	0 (0%)	0 (0%)	0 (0%)	1 (5%)	4 (20%)	20
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	13 (65%)	3 (15%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (20%)	20
National Marine Fisheries Service (NMFS)	16 (80%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (20%)	20
National Highway Traffic Safety Administration (NHTSA)	13 (65%)	1 (5%)	0 (0%)	2 (10%)	0 (0%)	0 (0%)	4 (20%)	20
Federal Communications Commission (FCC)	3 (15%)	12 (60%)	0 (0%)	1 (5%)	0 (0%)	0 (0%)	4 (20%)	20
Fish & Wildlife Service (FWS)	8 (40%)	5 (25%)	2 (10%)	0 (0%)	1 (5%)	0 (0%)	4 (20%)	20

### Textiles, Wearing Apparel & Footwear

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	6 (26%)	11 (48%)	5 (22%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	23
U.S. Department of Agriculture (USDA)	14 (61%)	7 (30%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	23
Environmental Protection Agency (EPA)	15 (65%)	7 (30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	23
Consumer Product Safety Commission (CPSC)	3 (13%)	11 (48%)	0 (0%)	1 (4%)	2 (9%)	6 (26%)	0 (0%)	23
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	18 (78%)	3 (13%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	23
National Marine Fisheries Service (NMFS)	19 (83%)	3 (13%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	23
National Highway Traffic Safety Administration (NHTSA)	18 (78%)	3 (13%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	23
Federal Communications Commission (FCC)	9 (39%)	10 (43%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	3 (13%)	23
Fish & Wildlife Service (FWS)	6 (26%)	14 (61%)	2 (9%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	23

# COAC 2013 Trade Efficiency Survey

Cont. 5 -- 35) Select the percentage of your entries the below PGAs regulate:

All

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	10 (38%)	9 (35%)	3 (12%)	1 (4%)	0 (0%)	3 (12%)	26
U.S. Department of Agriculture (USDA)	0 (0%)	16 (62%)	5 (19%)	0 (0%)	0 (0%)	2 (8%)	3 (12%)	26
Environmental Protection Agency (EPA)	8 (31%)	14 (54%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	3 (12%)	26
Consumer Product Safety Commission (CPSC)	7 (27%)	15 (58%)	0 (0%)	0 (0%)	1 (4%)	0 (0%)	3 (12%)	26
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	9 (35%)	11 (42%)	3 (12%)	0 (0%)	0 (0%)	0 (0%)	3 (12%)	26
National Marine Fisheries Service (NMFS)	12 (46%)	10 (38%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (15%)	26
National Highway Traffic Safety Administration (NHTSA)	10 (38%)	11 (42%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (19%)	26
Federal Communications Commission (FCC)	7 (27%)	15 (58%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (15%)	26
Fish & Wildlife Service (FWS)	5 (19%)	17 (65%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (15%)	26

Other

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	2 (11%)	8 (42%)	3 (16%)	0 (0%)	2 (11%)	3 (16%)	1 (5%)	19
U.S. Department of Agriculture (USDA)	5 (26%)	8 (42%)	1 (5%)	0 (0%)	1 (5%)	0 (0%)	4 (21%)	19
Environmental Protection Agency (EPA)	7 (37%)	4 (21%)	3 (16%)	0 (0%)	0 (0%)	1 (5%)	4 (21%)	19
Consumer Product Safety Commission (CPSC)	8 (42%)	4 (21%)	1 (5%)	0 (0%)	1 (5%)	0 (0%)	5 (26%)	19
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	9 (47%)	5 (26%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (26%)	19
National Marine Fisheries Service (NMFS)	12 (63%)	2 (11%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (26%)	19
National Highway Traffic Safety Administration (NHTSA)	11 (58%)	2 (11%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (32%)	19
Federal Communications Commission (FCC)	8 (42%)	5 (26%)	3 (16%)	0 (0%)	1 (5%)	0 (0%)	2 (11%)	19
Fish & Wildlife Service (FWS)	8 (42%)	5 (26%)	0 (0%)	1 (5%)	0 (0%)	0 (0%)	5 (26%)	19

## Cross Tab by Job Type - 35) Select the percentage of your entries the below PGAs regulate:

## Accounting or Financial Officer

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Federal Communications Commission (FCC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

Cont. 1 -- 35) Select the percentage of your entries the below PGAs regulate:

**Consultant**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2
U.S. Department of Agriculture (USDA)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Environmental Protection Agency (EPA)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Consumer Product Safety Commission (CPSC)	0 (0%)	1 (50%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
National Marine Fisheries Service (NMFS)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
National Highway Traffic Safety Administration (NHTSA)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Federal Communications Commission (FCC)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Fish & Wildlife Service (FWS)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2

**Customs Attorney**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
U.S. Department of Agriculture (USDA)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Environmental Protection Agency (EPA)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Consumer Product Safety Commission (CPSC)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
National Marine Fisheries Service (NMFS)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
National Highway Traffic Safety Administration (NHTSA)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Federal Communications Commission (FCC)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Fish & Wildlife Service (FWS)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1

## Cont. 2 -- 35) Select the percentage of your entries the below PGAs regulate:

## Customs Compliance Officer

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	1 (9%)	3 (27%)	3 (27%)	0 (0%)	0 (0%)	2 (18%)	2 (18%)	11
U.S. Department of Agriculture (USDA)	6 (55%)	2 (18%)	0 (0%)	0 (0%)	1 (9%)	0 (0%)	2 (18%)	11
Environmental Protection Agency (EPA)	4 (36%)	4 (36%)	1 (9%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	11
Consumer Product Safety Commission (CPSC)	6 (55%)	1 (9%)	1 (9%)	0 (0%)	0 (0%)	1 (9%)	2 (18%)	11
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	8 (73%)	2 (18%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (9%)	11
National Marine Fisheries Service (NMFS)	8 (73%)	1 (9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	11
National Highway Traffic Safety Administration (NHTSA)	7 (64%)	2 (18%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	11
Federal Communications Commission (FCC)	2 (18%)	5 (45%)	1 (9%)	0 (0%)	0 (0%)	1 (9%)	2 (18%)	11
Fish & Wildlife Service (FWS)	7 (64%)	2 (18%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	11

## Exporter

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Federal Communications Commission (FCC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

Cont. 3 -- 35) Select the percentage of your entries the below PGAs regulate:

**Freight Forwarder**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
U.S. Department of Agriculture (USDA)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Environmental Protection Agency (EPA)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Consumer Product Safety Commission (CPSC)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
National Marine Fisheries Service (NMFS)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
National Highway Traffic Safety Administration (NHTSA)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Federal Communications Commission (FCC)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Fish & Wildlife Service (FWS)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2

**Importer**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
Food & Drug Administration (FDA)	13 (18%)	29 (40%)	7 (10%)	5 (7%)	2 (3%)	11 (15%)	6 (8%)	73
U.S. Department of Agriculture (USDA)	27 (37%)	28 (38%)	5 (7%)	0 (0%)	0 (0%)	3 (4%)	10 (14%)	73
Environmental Protection Agency (EPA)	44 (60%)	11 (15%)	4 (5%)	0 (0%)	2 (3%)	2 (3%)	10 (14%)	73
Consumer Product Safety Commission (CPSC)	29 (40%)	14 (19%)	3 (4%)	5 (7%)	3 (4%)	8 (11%)	11 (15%)	73
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	56 (77%)	4 (5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	13 (18%)	73
National Marine Fisheries Service (NMFS)	55 (75%)	4 (5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	14 (19%)	73
National Highway Traffic Safety Administration (NHTSA)	53 (73%)	5 (7%)	0 (0%)	0 (0%)	2 (3%)	1 (1%)	12 (16%)	73
Federal Communications Commission (FCC)	27 (37%)	32 (44%)	4 (5%)	0 (0%)	0 (0%)	1 (1%)	9 (12%)	73
Fish & Wildlife Service (FWS)	36 (49%)	19 (26%)	4 (5%)	1 (1%)	0 (0%)	0 (0%)	13 (18%)	73

Cont. 4 -- 35) Select the percentage of your entries the below PGAs regulate:

**Importer/Exporter**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	11 (19%)	26 (46%)	5 (9%)	2 (4%)	3 (5%)	7 (12%)	3 (5%)	57
<b>U.S. Department of Agriculture (USDA)</b>	28 (49%)	15 (26%)	2 (4%)	0 (0%)	1 (2%)	2 (4%)	9 (16%)	57
<b>Environmental Protection Agency (EPA)</b>	16 (28%)	23 (40%)	2 (4%)	3 (5%)	1 (2%)	3 (5%)	9 (16%)	57
<b>Consumer Product Safety Commission (CPSC)</b>	32 (56%)	6 (11%)	0 (0%)	2 (4%)	1 (2%)	5 (9%)	11 (19%)	57
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	41 (72%)	6 (11%)	0 (0%)	0 (0%)	0 (0%)	2 (4%)	8 (14%)	57
<b>National Marine Fisheries Service (NMFS)</b>	46 (81%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	10 (18%)	57
<b>National Highway Traffic Safety Administration (NHTSA)</b>	39 (68%)	3 (5%)	1 (2%)	2 (4%)	2 (4%)	0 (0%)	10 (18%)	57
<b>Federal Communications Commission (FCC)</b>	13 (23%)	23 (40%)	3 (5%)	5 (9%)	1 (2%)	4 (7%)	8 (14%)	57
<b>Fish &amp; Wildlife Service (FWS)</b>	36 (63%)	8 (14%)	1 (2%)	1 (2%)	1 (2%)	0 (0%)	10 (18%)	57

**Licensed Customs Broker**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	1 (2%)	29 (48%)	14 (23%)	6 (10%)	3 (5%)	5 (8%)	2 (3%)	60
<b>U.S. Department of Agriculture (USDA)</b>	3 (5%)	36 (60%)	8 (13%)	4 (7%)	2 (3%)	3 (5%)	4 (7%)	60
<b>Environmental Protection Agency (EPA)</b>	20 (33%)	35 (58%)	2 (3%)	0 (0%)	0 (0%)	0 (0%)	3 (5%)	60
<b>Consumer Product Safety Commission (CPSC)</b>	21 (35%)	33 (55%)	2 (3%)	0 (0%)	1 (2%)	0 (0%)	3 (5%)	60
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	26 (43%)	23 (38%)	6 (10%)	0 (0%)	1 (2%)	0 (0%)	4 (7%)	60
<b>National Marine Fisheries Service (NMFS)</b>	41 (68%)	13 (22%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (10%)	60
<b>National Highway Traffic Safety Administration (NHTSA)</b>	25 (42%)	25 (42%)	1 (2%)	1 (2%)	0 (0%)	0 (0%)	8 (13%)	60
<b>Federal Communications Commission (FCC)</b>	13 (22%)	42 (70%)	1 (2%)	1 (2%)	0 (0%)	0 (0%)	3 (5%)	60
<b>Fish &amp; Wildlife Service (FWS)</b>	18 (30%)	35 (58%)	2 (3%)	1 (2%)	0 (0%)	0 (0%)	4 (7%)	60

Cont. 5 -- 35) Select the percentage of your entries the below PGAs regulate:

**Logistics Officer or Supply Chain Officer**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	1 (14%)	2 (29%)	0 (0%)	1 (14%)	1 (14%)	2 (29%)	0 (0%)	7
<b>U.S. Department of Agriculture (USDA)</b>	3 (43%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	2 (29%)	1 (14%)	7
<b>Environmental Protection Agency (EPA)</b>	4 (57%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	1 (14%)	7
<b>Consumer Product Safety Commission (CPSC)</b>	3 (43%)	1 (14%)	0 (0%)	0 (0%)	1 (14%)	0 (0%)	2 (29%)	7
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	4 (57%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (29%)	7
<b>National Marine Fisheries Service (NMFS)</b>	4 (57%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (29%)	7
<b>National Highway Traffic Safety Administration (NHTSA)</b>	5 (71%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (29%)	7
<b>Federal Communications Commission (FCC)</b>	5 (71%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (29%)	7
<b>Fish &amp; Wildlife Service (FWS)</b>	4 (57%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (29%)	7

**Other**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	0 (0%)	3 (50%)	1 (17%)	0 (0%)	1 (17%)	1 (17%)	0 (0%)	6
<b>U.S. Department of Agriculture (USDA)</b>	2 (33%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (50%)	6
<b>Environmental Protection Agency (EPA)</b>	1 (17%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	3 (50%)	6
<b>Consumer Product Safety Commission (CPSC)</b>	2 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (67%)	6
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	2 (33%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (50%)	6
<b>National Marine Fisheries Service (NMFS)</b>	2 (33%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (50%)	6
<b>National Highway Traffic Safety Administration (NHTSA)</b>	1 (17%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	3 (50%)	6
<b>Federal Communications Commission (FCC)</b>	1 (17%)	3 (50%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	6
<b>Fish &amp; Wildlife Service (FWS)</b>	2 (33%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (50%)	6



36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

Option	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	146 (67%)	38 (17%)	13 (6%)	22 (10%)	219
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	22 (10%)	27 (12%)	149 (68%)	21 (10%)	219
Receiving PGA decisions through the same channels as CBP decisions	107 (49%)	77 (35%)	15 (7%)	20 (9%)	219
One U.S. Government release on your entries	141 (64%)	52 (24%)	19 (9%)	7 (3%)	219
Other	3 (1%)	1 (0%)	111 (51%)	104 (47%)	219

Cross Tab by Industry - 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Ag & Prepared Products

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	10 (59%)	5 (29%)	2 (12%)	0 (0%)	17
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	2 (12%)	3 (18%)	12 (71%)	0 (0%)	17
Receiving PGA decisions through the same channels as CBP decisions	9 (53%)	5 (29%)	3 (18%)	0 (0%)	17
One U.S. Government release on your entries	13 (76%)	3 (18%)	1 (6%)	0 (0%)	17
Other	0 (0%)	0 (0%)	13 (76%)	4 (24%)	17

Cont. 1 -- 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Auto & Aerospace**

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	22 (81%)	2 (7%)	1 (4%)	2 (7%)	27
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	2 (7%)	6 (22%)	17 (63%)	2 (7%)	27
Receiving PGA decisions through the same channels as CBP decisions	10 (37%)	11 (41%)	4 (15%)	2 (7%)	27
One U.S. Government release on your entries	16 (59%)	7 (26%)	3 (11%)	1 (4%)	27
Other	0 (0%)	0 (0%)	15 (56%)	12 (44%)	27

**Base Metals & Machinery**

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	7 (50%)	4 (29%)	0 (0%)	3 (21%)	14
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	4 (29%)	1 (7%)	8 (57%)	1 (7%)	14
Receiving PGA decisions through the same channels as CBP decisions	6 (43%)	4 (29%)	2 (14%)	2 (14%)	14
One U.S. Government release on your entries	10 (71%)	3 (21%)	1 (7%)	0 (0%)	14
Other	0 (0%)	0 (0%)	6 (43%)	8 (57%)	14

Cont. 2 -- 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Consumer Products & Mass Merch.**

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	29 (69%)	9 (21%)	2 (5%)	2 (5%)	42
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	3 (7%)	6 (14%)	31 (74%)	2 (5%)	42
Receiving PGA decisions through the same channels as CBP decisions	26 (62%)	13 (31%)	1 (2%)	2 (5%)	42
One U.S. Government release on your entries	25 (60%)	11 (26%)	6 (14%)	0 (0%)	42
Other	0 (0%)	0 (0%)	27 (64%)	15 (36%)	42

**Industrial & Manuf. Materials**

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	8 (73%)	1 (9%)	1 (9%)	1 (9%)	11
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	0 (0%)	1 (9%)	8 (73%)	2 (18%)	11
Receiving PGA decisions through the same channels as CBP decisions	6 (55%)	3 (27%)	1 (9%)	1 (9%)	11
One U.S. Government release on your entries	7 (64%)	3 (27%)	0 (0%)	1 (9%)	11
Other	0 (0%)	0 (0%)	3 (27%)	8 (73%)	11

Cont. 3 -- 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**IT & Consumer Electronics**

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	10 (50%)	6 (30%)	1 (5%)	3 (15%)	20
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	1 (5%)	2 (10%)	13 (65%)	4 (20%)	20
Receiving PGA decisions through the same channels as CBP decisions	12 (60%)	5 (25%)	1 (5%)	2 (10%)	20
One U.S. Government release on your entries	13 (65%)	5 (25%)	1 (5%)	1 (5%)	20
Other	1 (5%)	0 (0%)	12 (60%)	7 (35%)	20

**Petroleum, Natural Gas & Minerals**

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Receiving PGA decisions through the same channels as CBP decisions	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
One U.S. Government release on your entries	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

Cont. 4 -- 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Pharma, Health & Chemicals**

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	14 (70%)	3 (15%)	2 (10%)	1 (5%)	20
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	1 (5%)	4 (20%)	15 (75%)	0 (0%)	20
Receiving PGA decisions through the same channels as CBP decisions	9 (45%)	8 (40%)	1 (5%)	2 (10%)	20
One U.S. Government release on your entries	15 (75%)	3 (15%)	2 (10%)	0 (0%)	20
Other	1 (5%)	0 (0%)	7 (35%)	12 (60%)	20

**Textiles, Wearing Apparel & Footwear**

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	16 (70%)	2 (9%)	2 (9%)	3 (13%)	23
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	3 (13%)	1 (4%)	17 (74%)	2 (9%)	23
Receiving PGA decisions through the same channels as CBP decisions	7 (30%)	12 (52%)	1 (4%)	3 (13%)	23
One U.S. Government release on your entries	16 (70%)	5 (22%)	2 (9%)	0 (0%)	23
Other	1 (4%)	0 (0%)	8 (35%)	14 (61%)	23

Cont. 5 -- 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

## All

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	21 (81%)	1 (4%)	1 (4%)	3 (12%)	26
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	1 (4%)	2 (8%)	20 (77%)	3 (12%)	26
Receiving PGA decisions through the same channels as CBP decisions	13 (50%)	10 (38%)	1 (4%)	2 (8%)	26
One U.S. Government release on your entries	13 (50%)	10 (38%)	1 (4%)	2 (8%)	26
Other	0 (0%)	0 (0%)	12 (46%)	14 (54%)	26

## Other

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	9 (47%)	5 (26%)	1 (5%)	4 (21%)	19
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	5 (26%)	1 (5%)	8 (42%)	5 (26%)	19
Receiving PGA decisions through the same channels as CBP decisions	9 (47%)	6 (32%)	0 (0%)	4 (21%)	19
One U.S. Government release on your entries	13 (68%)	2 (11%)	2 (11%)	2 (11%)	19
Other	0 (0%)	1 (5%)	8 (42%)	10 (53%)	19

Cross Tab by Job Type - 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Accounting or Financial Officer

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Receiving PGA decisions through the same channels as CBP decisions	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
One U.S. Government release on your entries	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

#### Consultant

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	0 (0%)	0 (0%)	2 (100%)	0 (0%)	2
Receiving PGA decisions through the same channels as CBP decisions	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
One U.S. Government release on your entries	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Other	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2

Cont. 1 -- 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Customs Attorney**

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Receiving PGA decisions through the same channels as CBP decisions	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
One U.S. Government release on your entries	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Other	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1

**Customs Compliance Officer**

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	8 (73%)	1 (9%)	0 (0%)	2 (18%)	11
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	0 (0%)	0 (0%)	10 (91%)	1 (9%)	11
Receiving PGA decisions through the same channels as CBP decisions	3 (27%)	7 (64%)	0 (0%)	1 (9%)	11
One U.S. Government release on your entries	9 (82%)	2 (18%)	0 (0%)	0 (0%)	11
Other	1 (9%)	0 (0%)	6 (55%)	4 (36%)	11



Cont. 2 -- 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Exporter

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Receiving PGA decisions through the same channels as CBP decisions	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
One U.S. Government release on your entries	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

#### Freight Forwarder

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Receiving PGA decisions through the same channels as CBP decisions	0 (0%)	0 (0%)	2 (100%)	0 (0%)	2
One U.S. Government release on your entries	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
Other	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2

Cont. 3 -- 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Importer

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	44 (60%)	15 (21%)	5 (7%)	9 (12%)	73
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	9 (12%)	9 (12%)	50 (68%)	5 (7%)	73
Receiving PGA decisions through the same channels as CBP decisions	34 (47%)	26 (36%)	4 (5%)	9 (12%)	73
One U.S. Government release on your entries	52 (71%)	13 (18%)	6 (8%)	2 (3%)	73
Other	0 (0%)	0 (0%)	44 (60%)	29 (40%)	73

#### Importer/Exporter

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	38 (67%)	11 (19%)	5 (9%)	3 (5%)	57
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	7 (12%)	12 (21%)	33 (58%)	5 (9%)	57
Receiving PGA decisions through the same channels as CBP decisions	25 (44%)	21 (37%)	7 (12%)	4 (7%)	57
One U.S. Government release on your entries	43 (75%)	9 (16%)	5 (9%)	0 (0%)	57
Other	0 (0%)	0 (0%)	32 (56%)	25 (44%)	57

Cont. 4 -- 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

#### Licensed Customs Broker

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	45 (75%)	7 (12%)	2 (3%)	6 (10%)	60
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	2 (3%)	5 (8%)	45 (75%)	8 (13%)	60
Receiving PGA decisions through the same channels as CBP decisions	37 (62%)	17 (28%)	2 (3%)	4 (7%)	60
One U.S. Government release on your entries	26 (43%)	23 (38%)	6 (10%)	5 (8%)	60
Other	2 (3%)	0 (0%)	22 (37%)	36 (60%)	60

#### Logistics Officer or Supply Chain Officer

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	5 (71%)	0 (0%)	1 (14%)	1 (14%)	7
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	3 (43%)	0 (0%)	4 (57%)	0 (0%)	7
Receiving PGA decisions through the same channels as CBP decisions	2 (29%)	4 (57%)	0 (0%)	1 (14%)	7
One U.S. Government release on your entries	3 (43%)	2 (29%)	2 (29%)	0 (0%)	7
Other	0 (0%)	0 (0%)	2 (29%)	5 (71%)	7

Cont. 5 -- 36) Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

## Other

	Important	Neutral	Not important	Skipped	Total count
Ability to file all required data electronically for U.S. imports	4 (67%)	1 (17%)	0 (0%)	1 (17%)	6
Having the same data filing requirements for both the U.S. and Canada for commodities regulated by PGAs	0 (0%)	0 (0%)	4 (67%)	2 (33%)	6
Receiving PGA decisions through the same channels as CBP decisions	3 (50%)	2 (33%)	0 (0%)	1 (17%)	6
One U.S. Government release on your entries	4 (67%)	2 (33%)	0 (0%)	0 (0%)	6
Other	0 (0%)	1 (17%)	3 (50%)	2 (33%)	6

**37) Do you know whether release delays (i.e. holds) are placed by CBP or a PGA?**

Option	Total Count
Yes	176 (80%)
No	37 (17%)
Skipped	6 (3%)
<b>Grand Total</b>	<b>219 (100%)</b>

**Cross Tab by Industry - 37) Do you know whether release delays (i.e. holds) are placed by CBP or a PGA?**

	Yes	No	Skipped	Total count
Ag & Prepared Products	15 (88%)	2 (12%)	0 (0%)	17
Auto & Aerospace	18 (67%)	9 (33%)	0 (0%)	27
Base Metals & Machinery	8 (57%)	6 (43%)	0 (0%)	14
Consumer Products & Mass Merch.	38 (90%)	3 (7%)	1 (2%)	42
Industrial & Manuf. Materials	9 (82%)	1 (9%)	1 (9%)	11
IT & Consumer Electronics	13 (65%)	6 (30%)	1 (5%)	20
Petroleum, Natural Gas & Minerals	0 (n/a)	0 (n/a)	0 (n/a)	0
Pharma, Health & Chemicals	19 (95%)	1 (5%)	0 (0%)	20
Textiles, Wearing Apparel & Footwear	17 (74%)	6 (26%)	0 (0%)	23
All	21 (81%)	2 (8%)	3 (12%)	26
Other	18 (95%)	1 (5%)	0 (0%)	19
<b>Grand Total</b>	<b>176 (80%)</b>	<b>37 (17%)</b>	<b>6 (3%)</b>	<b>219</b>

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Job Type - 37) Do you know whether release delays (i.e. holds) are placed by CBP or a PGA?**

	Yes	No	Skipped	Total count
Accounting or Financial Officer	0 (n/a)	0 (n/a)	0 (n/a)	0
Consultant	1 (50%)	1 (50%)	0 (0%)	2
Customs Attorney	1 (100%)	0 (0%)	0 (0%)	1
Customs Compliance Officer	10 (91%)	1 (9%)	0 (0%)	11
Exporter	0 (n/a)	0 (n/a)	0 (n/a)	0
Freight Forwarder	1 (50%)	1 (50%)	0 (0%)	2
Importer	56 (77%)	15 (21%)	2 (3%)	73
Importer/Exporter	42 (74%)	14 (25%)	1 (2%)	57
Licensed Customs Broker	55 (92%)	3 (5%)	2 (3%)	60
Logistics Officer or Supply Chain Officer	5 (71%)	1 (14%)	1 (14%)	7
Other	5 (83%)	1 (17%)	0 (0%)	6
<b>Grand Total</b>	<b>176 (80%)</b>	<b>37 (17%)</b>	<b>6 (3%)</b>	<b>219</b>

**38) If your cargo was held by a PGA, do you know whether the delay was due to an examination or whether insufficient information about the shipment was provided at time of entry release?**

Option	Total Count
Goods were examined	69 (32%)
Insufficient information about the cargo for PGA to make an immediate determination	40 (18%)
Unknown cause for the delay in cargo release	73 (33%)
Other	23 (11%)
Skipped	14 (6%)
<b>Grand Total</b>	<b>219 (100%)</b>

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Industry - 38) If your cargo was held by a PGA, do you know whether the delay was due to an examination or whether insufficient information about the shipment was provided at time of entry release?**

	Goods were examined	Insufficient information about the cargo for PGA to make an immediate determination	Unknown cause for the delay in cargo release	Other	Skipped	Total count
Ag & Prepared Products	8 (47%)	2 (12%)	4 (24%)	2 (12%)	1 (6%)	17
Auto & Aerospace	6 (22%)	5 (19%)	14 (52%)	1 (4%)	1 (4%)	27
Base Metals & Machinery	2 (14%)	3 (21%)	7 (50%)	0 (0%)	2 (14%)	14
Consumer Products & Mass Merch.	22 (52%)	4 (10%)	8 (19%)	6 (14%)	2 (5%)	42
Industrial & Manuf. Materials	1 (9%)	1 (9%)	5 (45%)	3 (27%)	1 (9%)	11
IT & Consumer Electronics	5 (25%)	6 (30%)	5 (25%)	2 (10%)	2 (10%)	20
Petroleum, Natural Gas & Minerals	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Pharma, Health & Chemicals	2 (10%)	7 (35%)	6 (30%)	3 (15%)	2 (10%)	20
Textiles, Wearing Apparel & Footwear	4 (17%)	4 (17%)	11 (48%)	4 (17%)	0 (0%)	23
All	10 (38%)	4 (15%)	9 (35%)	0 (0%)	3 (12%)	26
Other	9 (47%)	4 (21%)	4 (21%)	2 (11%)	0 (0%)	19
<b>Grand Total</b>	<b>69 (32%)</b>	<b>40 (18%)</b>	<b>73 (33%)</b>	<b>23 (11%)</b>	<b>14 (6%)</b>	<b>219</b>

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Job Type - 38) If your cargo was held by a PGA, do you know whether the delay was due to an examination or whether insufficient information about the shipment was provided at time of entry release?**

	Goods were examined	Insufficient information about the cargo for PGA to make an immediate determination	Unknown cause for the delay in cargo release	Other	Skipped	Total count
Accounting or Financial Officer	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consultant	1 (50%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	2
Customs Attorney	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Customs Compliance Officer	3 (27%)	2 (18%)	5 (45%)	1 (9%)	0 (0%)	11
Exporter	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Freight Forwarder	0 (0%)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Importer	26 (36%)	10 (14%)	24 (33%)	8 (11%)	5 (7%)	73
Importer/Exporter	11 (19%)	15 (26%)	18 (32%)	9 (16%)	4 (7%)	57
Licensed Customs Broker	21 (35%)	10 (17%)	22 (37%)	3 (5%)	4 (7%)	60
Logistics Officer or Supply Chain Officer	4 (57%)	1 (14%)	1 (14%)	0 (0%)	1 (14%)	7
Other	2 (33%)	1 (17%)	1 (17%)	2 (33%)	0 (0%)	6
<b>Grand Total</b>	<b>69 (32%)</b>	<b>40 (18%)</b>	<b>73 (33%)</b>	<b>23 (11%)</b>	<b>14 (6%)</b>	<b>219</b>



## COAC 2013 Trade Efficiency Survey

39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

Option	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	26 (12%)	24 (11%)	20 (9%)	33 (15%)	77 (35%)	39 (18%)	219
Environmental Protection Agency (EPA)	68 (31%)	17 (8%)	6 (3%)	17 (8%)	14 (6%)	97 (44%)	219
U.S. Department of Agriculture (USDA)	40 (18%)	16 (7%)	16 (7%)	33 (15%)	36 (16%)	78 (36%)	219
Consumer Product Safety Commission (CPSC)	69 (32%)	9 (4%)	5 (2%)	12 (5%)	16 (7%)	108 (49%)	219
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	70 (32%)	5 (2%)	3 (1%)	10 (5%)	6 (3%)	125 (57%)	219
National Marine Fisheries Service (NMFS)	74 (34%)	3 (1%)	4 (2%)	6 (3%)	3 (1%)	129 (59%)	219
National Highway Traffic Safety Administration (NHTSA)	78 (36%)	5 (2%)	2 (1%)	6 (3%)	6 (3%)	122 (56%)	219
Fish & Wildlife Service (FWS)	60 (27%)	9 (4%)	9 (4%)	13 (6%)	24 (11%)	104 (47%)	219
Plant Protection Quarantine (PPQ - CBP AG)	55 (25%)	10 (5%)	7 (3%)	14 (6%)	22 (10%)	111 (51%)	219

Cross Tab by Industry - 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

### Ag & Prepared Products

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	4 (24%)	2 (12%)	0 (0%)	10 (59%)	1 (6%)	17
Environmental Protection Agency (EPA)	5 (29%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	12 (71%)	17
U.S. Department of Agriculture (USDA)	3 (18%)	1 (6%)	1 (6%)	1 (6%)	6 (35%)	5 (29%)	17
Consumer Product Safety Commission (CPSC)	4 (24%)	0 (0%)	1 (6%)	0 (0%)	1 (6%)	11 (65%)	17
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	4 (24%)	1 (6%)	0 (0%)	0 (0%)	1 (6%)	11 (65%)	17
National Marine Fisheries Service (NMFS)	4 (24%)	0 (0%)	1 (6%)	0 (0%)	1 (6%)	11 (65%)	17
National Highway Traffic Safety Administration (NHTSA)	5 (29%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	12 (71%)	17
Fish & Wildlife Service (FWS)	5 (29%)	0 (0%)	0 (0%)	0 (0%)	2 (12%)	10 (59%)	17
Plant Protection Quarantine (PPQ - CBP AG)	5 (29%)	1 (6%)	0 (0%)	1 (6%)	1 (6%)	9 (53%)	17

# COAC 2013 Trade Efficiency Survey

Cont. 1 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

## Auto & Aerospace

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	6 (22%)	4 (15%)	1 (4%)	3 (11%)	5 (19%)	8 (30%)	27
Environmental Protection Agency (EPA)	9 (33%)	5 (19%)	0 (0%)	1 (4%)	1 (4%)	11 (41%)	27
U.S. Department of Agriculture (USDA)	3 (11%)	2 (7%)	0 (0%)	6 (22%)	2 (7%)	14 (52%)	27
Consumer Product Safety Commission (CPSC)	8 (30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	19 (70%)	27
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	8 (30%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	18 (67%)	27
National Marine Fisheries Service (NMFS)	8 (30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	19 (70%)	27
National Highway Traffic Safety Administration (NHTSA)	10 (37%)	1 (4%)	1 (4%)	1 (4%)	1 (4%)	13 (48%)	27
Fish & Wildlife Service (FWS)	6 (22%)	0 (0%)	1 (4%)	0 (0%)	1 (4%)	19 (70%)	27
Plant Protection Quarantine (PPQ - CBP AG)	6 (22%)	0 (0%)	1 (4%)	0 (0%)	1 (4%)	19 (70%)	27

## Base Metals & Machinery

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	4 (29%)	1 (7%)	1 (7%)	1 (7%)	4 (29%)	3 (21%)	14
Environmental Protection Agency (EPA)	4 (29%)	1 (7%)	1 (7%)	3 (21%)	0 (0%)	5 (36%)	14
U.S. Department of Agriculture (USDA)	4 (29%)	0 (0%)	0 (0%)	3 (21%)	3 (21%)	4 (29%)	14
Consumer Product Safety Commission (CPSC)	7 (50%)	0 (0%)	0 (0%)	1 (7%)	0 (0%)	6 (43%)	14
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	6 (43%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8 (57%)	14
National Marine Fisheries Service (NMFS)	6 (43%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	8 (57%)	14
National Highway Traffic Safety Administration (NHTSA)	6 (43%)	0 (0%)	0 (0%)	1 (7%)	0 (0%)	7 (50%)	14
Fish & Wildlife Service (FWS)	7 (50%)	1 (7%)	0 (0%)	0 (0%)	0 (0%)	6 (43%)	14
Plant Protection Quarantine (PPQ - CBP AG)	4 (29%)	1 (7%)	0 (0%)	0 (0%)	3 (21%)	6 (43%)	14

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

## Consumer Products &amp; Mass Merch.

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	4 (10%)	5 (12%)	4 (10%)	7 (17%)	15 (36%)	7 (17%)	42
Environmental Protection Agency (EPA)	17 (40%)	3 (7%)	0 (0%)	4 (10%)	2 (5%)	16 (38%)	42
U.S. Department of Agriculture (USDA)	7 (17%)	1 (2%)	3 (7%)	11 (26%)	9 (21%)	11 (26%)	42
Consumer Product Safety Commission (CPSC)	11 (26%)	2 (5%)	1 (2%)	5 (12%)	9 (21%)	14 (33%)	42
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	19 (45%)	1 (2%)	0 (0%)	2 (5%)	0 (0%)	20 (48%)	42
National Marine Fisheries Service (NMFS)	20 (48%)	1 (2%)	0 (0%)	1 (2%)	0 (0%)	20 (48%)	42
National Highway Traffic Safety Administration (NHTSA)	20 (48%)	1 (2%)	0 (0%)	1 (2%)	2 (5%)	18 (43%)	42
Fish & Wildlife Service (FWS)	12 (29%)	3 (7%)	2 (5%)	3 (7%)	7 (17%)	15 (36%)	42
Plant Protection Quarantine (PPQ - CBP AG)	11 (26%)	1 (2%)	1 (2%)	4 (10%)	7 (17%)	18 (43%)	42

## Industrial &amp; Manuf. Materials

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	2 (18%)	2 (18%)	0 (0%)	3 (27%)	2 (18%)	2 (18%)	11
Environmental Protection Agency (EPA)	4 (36%)	0 (0%)	1 (9%)	2 (18%)	0 (0%)	4 (36%)	11
U.S. Department of Agriculture (USDA)	3 (27%)	1 (9%)	0 (0%)	1 (9%)	1 (9%)	5 (45%)	11
Consumer Product Safety Commission (CPSC)	5 (45%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (55%)	11
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	5 (45%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (55%)	11
National Marine Fisheries Service (NMFS)	4 (36%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (64%)	11
National Highway Traffic Safety Administration (NHTSA)	4 (36%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (64%)	11
Fish & Wildlife Service (FWS)	4 (36%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (64%)	11
Plant Protection Quarantine (PPQ - CBP AG)	4 (36%)	1 (9%)	0 (0%)	0 (0%)	0 (0%)	6 (55%)	11

Cont. 3 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

IT & Consumer Electronics

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	4 (20%)	3 (15%)	0 (0%)	5 (25%)	5 (25%)	3 (15%)	20
Environmental Protection Agency (EPA)	5 (25%)	2 (10%)	0 (0%)	1 (5%)	1 (5%)	11 (55%)	20
U.S. Department of Agriculture (USDA)	6 (30%)	2 (10%)	0 (0%)	2 (10%)	0 (0%)	10 (50%)	20
Consumer Product Safety Commission (CPSC)	7 (35%)	1 (5%)	0 (0%)	1 (5%)	0 (0%)	11 (55%)	20
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	7 (35%)	1 (5%)	0 (0%)	1 (5%)	0 (0%)	11 (55%)	20
National Marine Fisheries Service (NMFS)	7 (35%)	1 (5%)	0 (0%)	1 (5%)	0 (0%)	11 (55%)	20
National Highway Traffic Safety Administration (NHTSA)	7 (35%)	1 (5%)	0 (0%)	1 (5%)	0 (0%)	11 (55%)	20
Fish & Wildlife Service (FWS)	7 (35%)	1 (5%)	0 (0%)	1 (5%)	0 (0%)	11 (55%)	20
Plant Protection Quarantine (PPQ - CBP AG)	7 (35%)	1 (5%)	0 (0%)	1 (5%)	0 (0%)	11 (55%)	20

Petroleum, Natural Gas & Minerals

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Plant Protection Quarantine (PPQ - CBP AG)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

### Pharma, Health & Chemicals

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	1 (5%)	1 (5%)	3 (15%)	2 (10%)	12 (60%)	1 (5%)	20
Environmental Protection Agency (EPA)	6 (30%)	1 (5%)	1 (5%)	2 (10%)	2 (10%)	8 (40%)	20
U.S. Department of Agriculture (USDA)	3 (15%)	3 (15%)	2 (10%)	3 (15%)	4 (20%)	5 (25%)	20
Consumer Product Safety Commission (CPSC)	7 (35%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	13 (65%)	20
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	7 (35%)	0 (0%)	0 (0%)	1 (5%)	0 (0%)	12 (60%)	20
National Marine Fisheries Service (NMFS)	7 (35%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	13 (65%)	20
National Highway Traffic Safety Administration (NHTSA)	8 (40%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	12 (60%)	20
Fish & Wildlife Service (FWS)	4 (20%)	1 (5%)	1 (5%)	1 (5%)	3 (15%)	10 (50%)	20
Plant Protection Quarantine (PPQ - CBP AG)	5 (25%)	1 (5%)	1 (5%)	1 (5%)	1 (5%)	11 (55%)	20

### Textiles, Wearing Apparel & Footwear

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	2 (9%)	0 (0%)	4 (17%)	2 (9%)	9 (39%)	6 (26%)	23
Environmental Protection Agency (EPA)	8 (35%)	2 (9%)	0 (0%)	0 (0%)	1 (4%)	12 (52%)	23
U.S. Department of Agriculture (USDA)	4 (17%)	3 (13%)	1 (4%)	2 (9%)	2 (9%)	11 (48%)	23
Consumer Product Safety Commission (CPSC)	8 (35%)	3 (13%)	1 (4%)	3 (13%)	1 (4%)	7 (30%)	23
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	6 (26%)	1 (4%)	0 (0%)	2 (9%)	0 (0%)	14 (61%)	23
National Marine Fisheries Service (NMFS)	6 (26%)	0 (0%)	0 (0%)	2 (9%)	0 (0%)	15 (65%)	23
National Highway Traffic Safety Administration (NHTSA)	7 (30%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	15 (65%)	23
Fish & Wildlife Service (FWS)	6 (26%)	1 (4%)	1 (4%)	4 (17%)	5 (22%)	6 (26%)	23
Plant Protection Quarantine (PPQ - CBP AG)	6 (26%)	1 (4%)	0 (0%)	0 (0%)	2 (9%)	14 (61%)	23

## COAC 2013 Trade Efficiency Survey

Cont. 5 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

All

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	2 (8%)	0 (0%)	2 (8%)	8 (31%)	10 (38%)	4 (15%)	26
Environmental Protection Agency (EPA)	6 (23%)	0 (0%)	2 (8%)	2 (8%)	6 (23%)	10 (38%)	26
U.S. Department of Agriculture (USDA)	2 (8%)	2 (8%)	6 (23%)	2 (8%)	9 (35%)	5 (19%)	26
Consumer Product Safety Commission (CPSC)	7 (27%)	1 (4%)	1 (4%)	1 (4%)	5 (19%)	11 (42%)	26
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	5 (19%)	0 (0%)	2 (8%)	3 (12%)	4 (15%)	12 (46%)	26
National Marine Fisheries Service (NMFS)	7 (27%)	1 (4%)	1 (4%)	1 (4%)	2 (8%)	14 (54%)	26
National Highway Traffic Safety Administration (NHTSA)	7 (27%)	0 (0%)	1 (4%)	1 (4%)	3 (12%)	14 (54%)	26
Fish & Wildlife Service (FWS)	4 (15%)	2 (8%)	2 (8%)	3 (12%)	6 (23%)	9 (35%)	26
Plant Protection Quarantine (PPQ - CBP AG)	3 (12%)	1 (4%)	2 (8%)	7 (27%)	6 (23%)	7 (27%)	26

Other

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	1 (5%)	4 (21%)	3 (16%)	2 (11%)	5 (26%)	4 (21%)	19
Environmental Protection Agency (EPA)	4 (21%)	3 (16%)	1 (5%)	2 (11%)	1 (5%)	8 (42%)	19
U.S. Department of Agriculture (USDA)	5 (26%)	1 (5%)	3 (16%)	2 (11%)	0 (0%)	8 (42%)	19
Consumer Product Safety Commission (CPSC)	5 (26%)	2 (11%)	1 (5%)	1 (5%)	0 (0%)	10 (53%)	19
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	3 (16%)	1 (5%)	1 (5%)	1 (5%)	0 (0%)	13 (68%)	19
National Marine Fisheries Service (NMFS)	5 (26%)	0 (0%)	2 (11%)	1 (5%)	0 (0%)	11 (58%)	19
National Highway Traffic Safety Administration (NHTSA)	4 (21%)	1 (5%)	0 (0%)	1 (5%)	0 (0%)	13 (68%)	19
Fish & Wildlife Service (FWS)	5 (26%)	0 (0%)	2 (11%)	1 (5%)	0 (0%)	11 (58%)	19
Plant Protection Quarantine (PPQ - CBP AG)	4 (21%)	2 (11%)	2 (11%)	0 (0%)	1 (5%)	10 (53%)	19

## Cross Tab by Job Type - 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

## Accounting or Financial Officer

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Plant Protection Quarantine (PPQ - CBP AG)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

# COAC 2013 Trade Efficiency Survey

Cont. 1 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

## Consultant

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2
Environmental Protection Agency (EPA)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
U.S. Department of Agriculture (USDA)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2
Consumer Product Safety Commission (CPSC)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
National Marine Fisheries Service (NMFS)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
National Highway Traffic Safety Administration (NHTSA)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Fish & Wildlife Service (FWS)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Plant Protection Quarantine (PPQ - CBP AG)	1 (50%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2

## Customs Attorney

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Environmental Protection Agency (EPA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
U.S. Department of Agriculture (USDA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Consumer Product Safety Commission (CPSC)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
National Marine Fisheries Service (NMFS)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
National Highway Traffic Safety Administration (NHTSA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Fish & Wildlife Service (FWS)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Plant Protection Quarantine (PPQ - CBP AG)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1



# COAC 2013 Trade Efficiency Survey

Cont. 2 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

## Customs Compliance Officer

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	2 (18%)	0 (0%)	2 (18%)	0 (0%)	5 (45%)	2 (18%)	11
Environmental Protection Agency (EPA)	5 (45%)	1 (9%)	0 (0%)	0 (0%)	2 (18%)	3 (27%)	11
U.S. Department of Agriculture (USDA)	3 (27%)	1 (9%)	1 (9%)	0 (0%)	3 (27%)	3 (27%)	11
Consumer Product Safety Commission (CPSC)	6 (55%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	3 (27%)	11
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	6 (55%)	1 (9%)	0 (0%)	0 (0%)	1 (9%)	3 (27%)	11
National Marine Fisheries Service (NMFS)	6 (55%)	0 (0%)	0 (0%)	0 (0%)	1 (9%)	4 (36%)	11
National Highway Traffic Safety Administration (NHTSA)	6 (55%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	3 (27%)	11
Fish & Wildlife Service (FWS)	6 (55%)	0 (0%)	1 (9%)	0 (0%)	1 (9%)	3 (27%)	11
Plant Protection Quarantine (PPQ - CBP AG)	3 (27%)	1 (9%)	1 (9%)	0 (0%)	3 (27%)	3 (27%)	11

## Exporter

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Plant Protection Quarantine (PPQ - CBP AG)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

# COAC 2013 Trade Efficiency Survey

Cont. 3 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

## Freight Forwarder

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2
Environmental Protection Agency (EPA)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
U.S. Department of Agriculture (USDA)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2
Consumer Product Safety Commission (CPSC)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
National Marine Fisheries Service (NMFS)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
National Highway Traffic Safety Administration (NHTSA)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Fish & Wildlife Service (FWS)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Plant Protection Quarantine (PPQ - CBP AG)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2

## Importer

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	9 (12%)	6 (8%)	6 (8%)	11 (15%)	23 (32%)	18 (25%)	73
Environmental Protection Agency (EPA)	16 (22%)	5 (7%)	2 (3%)	7 (10%)	1 (1%)	42 (58%)	73
U.S. Department of Agriculture (USDA)	12 (16%)	1 (1%)	5 (7%)	13 (18%)	7 (10%)	35 (48%)	73
Consumer Product Safety Commission (CPSC)	14 (19%)	4 (5%)	4 (5%)	7 (10%)	5 (7%)	39 (53%)	73
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	19 (26%)	1 (1%)	0 (0%)	1 (1%)	0 (0%)	52 (71%)	73
National Marine Fisheries Service (NMFS)	19 (26%)	1 (1%)	2 (3%)	1 (1%)	1 (1%)	49 (67%)	73
National Highway Traffic Safety Administration (NHTSA)	18 (25%)	1 (1%)	1 (1%)	3 (4%)	1 (1%)	49 (67%)	73
Fish & Wildlife Service (FWS)	16 (22%)	3 (4%)	3 (4%)	6 (8%)	7 (10%)	38 (52%)	73
Plant Protection Quarantine (PPQ - CBP AG)	15 (21%)	2 (3%)	2 (3%)	0 (0%)	6 (8%)	48 (66%)	73

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

Importer/Exporter

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	9 (16%)	12 (21%)	6 (11%)	6 (11%)	12 (21%)	12 (21%)	57
<b>Environmental Protection Agency (EPA)</b>	17 (30%)	6 (11%)	2 (4%)	3 (5%)	5 (9%)	24 (42%)	57
<b>U.S. Department of Agriculture (USDA)</b>	16 (28%)	6 (11%)	1 (2%)	9 (16%)	3 (5%)	22 (39%)	57
<b>Consumer Product Safety Commission (CPSC)</b>	26 (46%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	31 (54%)	57
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	22 (39%)	1 (2%)	1 (2%)	1 (2%)	0 (0%)	32 (56%)	57
<b>National Marine Fisheries Service (NMFS)</b>	23 (40%)	0 (0%)	1 (2%)	0 (0%)	0 (0%)	33 (58%)	57
<b>National Highway Traffic Safety Administration (NHTSA)</b>	25 (44%)	2 (4%)	0 (0%)	0 (0%)	0 (0%)	30 (53%)	57
<b>Fish &amp; Wildlife Service (FWS)</b>	22 (39%)	1 (2%)	0 (0%)	1 (2%)	4 (7%)	29 (51%)	57
<b>Plant Protection Quarantine (PPQ - CBP AG)</b>	21 (37%)	3 (5%)	1 (2%)	2 (4%)	0 (0%)	30 (53%)	57

Cont. 4 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

Licensed Customs Broker

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	4 (7%)	2 (3%)	4 (7%)	14 (23%)	33 (55%)	3 (5%)	60
Environmental Protection Agency (EPA)	26 (43%)	4 (7%)	2 (3%)	6 (10%)	5 (8%)	17 (28%)	60
U.S. Department of Agriculture (USDA)	7 (12%)	7 (12%)	8 (13%)	10 (17%)	20 (33%)	8 (13%)	60
Consumer Product Safety Commission (CPSC)	21 (35%)	3 (5%)	1 (2%)	4 (7%)	9 (15%)	22 (37%)	60
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	20 (33%)	2 (3%)	2 (3%)	7 (12%)	5 (8%)	24 (40%)	60
National Marine Fisheries Service (NMFS)	23 (38%)	2 (3%)	1 (2%)	4 (7%)	1 (2%)	29 (48%)	60
National Highway Traffic Safety Administration (NHTSA)	25 (42%)	2 (3%)	1 (2%)	2 (3%)	3 (5%)	27 (45%)	60
Fish & Wildlife Service (FWS)	13 (22%)	5 (8%)	5 (8%)	5 (8%)	11 (18%)	21 (35%)	60
Plant Protection Quarantine (PPQ - CBP AG)	13 (22%)	4 (7%)	2 (3%)	11 (18%)	12 (20%)	18 (30%)	60

# COAC 2013 Trade Efficiency Survey

Cont. 5 -- 39) On average, how many hours does a PGA cargo hold delay the release of your merchandise?

## Logistics Officer or Supply Chain Officer

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	1 (14%)	3 (43%)	0 (0%)	0 (0%)	1 (14%)	2 (29%)	7
Environmental Protection Agency (EPA)	2 (29%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	4 (57%)	7
U.S. Department of Agriculture (USDA)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	5 (71%)	7
Consumer Product Safety Commission (CPSC)	1 (14%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	5 (71%)	7
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (86%)	7
National Marine Fisheries Service (NMFS)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (86%)	7
National Highway Traffic Safety Administration (NHTSA)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (86%)	7
Fish & Wildlife Service (FWS)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (86%)	7
Plant Protection Quarantine (PPQ - CBP AG)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (86%)	7

## Other

	<1	1 to 4	5 to 8	9 to 24	≥25	Skipped	Total count
Food & Drug Administration (FDA)	1 (17%)	0 (0%)	1 (17%)	1 (17%)	2 (33%)	1 (17%)	6
Environmental Protection Agency (EPA)	2 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (67%)	6
U.S. Department of Agriculture (USDA)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	4 (67%)	6
Consumer Product Safety Commission (CPSC)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (83%)	6
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (83%)	6
National Marine Fisheries Service (NMFS)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (83%)	6
National Highway Traffic Safety Administration (NHTSA)	2 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (67%)	6
Fish & Wildlife Service (FWS)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	4 (67%)	6
Plant Protection Quarantine (PPQ - CBP AG)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	4 (67%)	6

**40) Do you contact any of the following entities when you experience a delay<sup>38</sup>?**

Option	Total Count
Broker	152 (41%)
CBP Center of Excellence and Expertise	12 (3%)
CBP Port of Entry	105 (28%)
None	3 (1%)
PGAs	90 (24%)
Skipped	8 (2%)
<b>Grand Total</b>	<b>370 (100%)</b>

**Cross Tab by Industry - 40) Do you contact any of the following entities when you experience a delay<sup>39</sup>?**

	Broker	CBP Center	CBP Port of Entry	None	PGAs	Skipped	Total count
Ag & Prepared Products	12 (41%)	0 (0%)	8 (28%)	0 (0%)	9 (31%)	0 (0%)	29
Auto & Aerospace	21 (53%)	1 (3%)	10 (25%)	1 (3%)	6 (15%)	1 (3%)	40
Base Metals & Machinery	11 (55%)	0 (0%)	6 (30%)	0 (0%)	3 (15%)	0 (0%)	20
Consumer Products & Mass Merch.	28 (39%)	0 (0%)	21 (30%)	0 (0%)	21 (30%)	1 (1%)	71
Industrial & Manuf. Materials	9 (60%)	0 (0%)	2 (13%)	0 (0%)	4 (27%)	0 (0%)	15
IT & Consumer Electronics	18 (62%)	2 (7%)	4 (14%)	1 (3%)	3 (10%)	1 (3%)	29
Petroleum, Natural Gas & Minerals	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Pharma, Health & Chemicals	17 (41%)	5 (12%)	7 (17%)	0 (0%)	11 (27%)	1 (2%)	41
Textiles, Wearing Apparel & Footwear	16 (36%)	2 (4%)	16 (36%)	0 (0%)	10 (22%)	1 (2%)	45
All	2 (5%)	1 (2%)	22 (50%)	0 (0%)	16 (36%)	3 (7%)	44
Other	18 (51%)	1 (3%)	9 (26%)	0 (0%)	7 (20%)	0 (0%)	35
<b>Grand Total</b>	<b>152 (41%)</b>	<b>12 (3%)</b>	<b>105 (28%)</b>	<b>2 (1%)</b>	<b>90 (24%)</b>	<b>8 (2%)</b>	<b>369</b>

<sup>38</sup> Question 40 allowed respondents to select more than one answer.<sup>39</sup> Question 40 allowed respondents to select more than one answer.

Cross Tab by Job Type - 40) Do you contact any of the following entities when you experience a delay<sup>40</sup>?

	Broker	CBP Center	CBP Port of Entry	None	PGAs	Skipped	Total count
Accounting or Financial Officer	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consultant	2 (40%)	1 (20%)	2 (40%)	0 (0%)	0 (0%)	0 (0%)	5
Customs Attorney	1 (33%)	0 (0%)	1 (33%)	0 (0%)	1 (33%)	0 (0%)	3
Customs Compliance Officer	7 (44%)	0 (0%)	4 (25%)	0 (0%)	3 (19%)	2 (13%)	16
Exporter	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Freight Forwarder	2 (67%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	3
Importer	67 (53%)	4 (3%)	30 (24%)	1 (1%)	24 (19%)	1 (1%)	127
Importer/Exporter	53 (54%)	6 (6%)	18 (18%)	1 (1%)	20 (20%)	0 (0%)	98
Licensed Customs Broker	12 (13%)	0 (0%)	42 (44%)	0 (0%)	37 (39%)	5 (5%)	96
Logistics Officer or Supply Chain Officer	5 (50%)	1 (10%)	3 (30%)	0 (0%)	1 (10%)	0 (0%)	10
Other	3 (27%)	0 (0%)	4 (36%)	0 (0%)	4 (36%)	0 (0%)	11
<b>Grand Total</b>	<b>152 (41%)</b>	<b>12 (3%)</b>	<b>105 (28%)</b>	<b>2 (1%)</b>	<b>90 (24%)</b>	<b>8 (2%)</b>	<b>369</b>

<sup>40</sup> Question 40 allowed respondents to select more than one answer.

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41) After contacting entities regarding a delay, how satisfied are you with their customer service?

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	166 (76%)	11 (5%)	4 (2%)	12 (5%)	26 (12%)	219
CBP Center of Excellence and Expertise	22 (10%)	11 (5%)	3 (1%)	125 (57%)	58 (26%)	219
CBP Port of Entry	80 (37%)	36 (16%)	27 (12%)	44 (20%)	32 (15%)	219
Food & Drug Administration (FDA)	45 (21%)	23 (11%)	66 (30%)	50 (23%)	35 (16%)	219
U.S. Department of Agriculture (USDA)	46 (21%)	24 (11%)	22 (10%)	81 (37%)	46 (21%)	219
Environmental Protection Agency (EPA)	17 (8%)	16 (7%)	10 (5%)	115 (53%)	61 (28%)	219
Consumer Product Safety Commission (CPSC)	16 (7%)	14 (6%)	10 (5%)	116 (53%)	63 (29%)	219
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	14 (6%)	14 (6%)	3 (1%)	122 (56%)	66 (30%)	219
National Marine Fisheries Service (NMFS)	6 (3%)	11 (5%)	2 (1%)	132 (60%)	68 (31%)	219
National Highway Traffic Safety Administration [DOT] (NHTSA)	13 (6%)	9 (4%)	1 (0%)	129 (59%)	67 (31%)	219
Fish & Wildlife Service (FWS)	47 (21%)	16 (7%)	6 (3%)	93 (42%)	57 (26%)	219
Federal Communications Commission (FCC)	21 (10%)	16 (7%)	6 (3%)	114 (52%)	62 (28%)	219
Other or N/A	1 (0%)	3 (1%)	0 (0%)	97 (44%)	118 (54%)	219

41a) For the 160 respondents that selected “dissatisfied” below are the dissatisfaction rankings by entity.

	Dissatisfied Rank
Food & Drug Administration (FDA)	41%
CBP Port of Entry	17%
U.S. Department of Agriculture (USDA)	14%
Environmental Protection Agency (EPA)	6%
Consumer Product Safety Commission (CPSC)	6%
Fish & Wildlife Service (FWS)	4%
Federal Communications Commission (FCC)	4%
Broker	3%



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CBP Center of Excellence and Expertise	2%
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	2%
National Marine Fisheries Service (NMFS)	1%
National Highway Traffic Safety Administration [DOT] (NHTSA)	1%
Other or N/A	0%

41b) For the 494 respondents that selected “satisfied” below are the dissatisfaction rankings by entity.

	Satisfied Rank
Broker	34%
CBP Port of Entry	16%
Fish & Wildlife Service (FWS)	10%
Food & Drug Administration (FDA)	9%
U.S. Department of Agriculture (USDA)	8%
CBP Center of Excellence and Expertise	4%
Federal Communications Commission (FCC)	4%
Environmental Protection Agency (EPA)	3%
Consumer Product Safety Commission (CPSC)	3%
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	3%
National Highway Traffic Safety Administration [DOT] (NHTSA)	3%
National Marine Fisheries Service (NMFS)	1%
Other or N/A	0%

41c) For the 204 respondents that selected “neutral” below are the dissatisfaction rankings by entity.

	Neutral
CBP Port of Entry	18%
U.S. Department of Agriculture (USDA)	12%
Food & Drug Administration (FDA)	11%

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Environmental Protection Agency (EPA)	8%
Fish & Wildlife Service (FWS)	8%
Federal Communications Commission (FCC)	8%
Consumer Product Safety Commission (CPSC)	7%
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	7%
Broker	5%
CBP Center of Excellence and Expertise	5%
National Marine Fisheries Service (NMFS)	5%
National Highway Traffic Safety Administration [DOT] (NHTSA)	4%
Other or N/A	1%

Cross Tab by Industry - 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

### Ag & Prepared Products

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	14 (82%)	0 (0%)	1 (6%)	0 (0%)	2 (12%)	17
CBP Center of Excellence and Expertise	1 (6%)	0 (0%)	1 (6%)	9 (53%)	6 (35%)	17
CBP Port of Entry	5 (29%)	5 (29%)	2 (12%)	2 (12%)	3 (18%)	17
Food & Drug Administration (FDA)	2 (12%)	7 (41%)	5 (29%)	1 (6%)	2 (12%)	17
U.S. Department of Agriculture (USDA)	4 (24%)	2 (12%)	3 (18%)	5 (29%)	3 (18%)	17
Environmental Protection Agency (EPA)	1 (6%)	0 (0%)	1 (6%)	9 (53%)	6 (35%)	17
Consumer Product Safety Commission (CPSC)	1 (6%)	2 (12%)	0 (0%)	8 (47%)	6 (35%)	17
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	2 (12%)	1 (6%)	1 (6%)	7 (41%)	6 (35%)	17
National Marine Fisheries Service (NMFS)	3 (18%)	2 (12%)	0 (0%)	7 (41%)	5 (29%)	17
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (6%)	1 (6%)	0 (0%)	9 (53%)	6 (35%)	17
Fish & Wildlife Service (FWS)	4 (24%)	0 (0%)	0 (0%)	7 (41%)	6 (35%)	17
Federal Communications Commission (FCC)	2 (12%)	1 (6%)	1 (6%)	7 (41%)	6 (35%)	17
Other or N/A	0 (0%)	0 (0%)	0 (0%)	8 (47%)	9 (53%)	17

## COAC 2013 Trade Efficiency Survey

Cont - 1 - 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

## Auto &amp; Aerospace

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	17 (63%)	5 (19%)	0 (0%)	2 (7%)	3 (11%)	27
CBP Center of Excellence and Expertise	3 (11%)	0 (0%)	0 (0%)	17 (63%)	7 (26%)	27
CBP Port of Entry	10 (37%)	4 (15%)	2 (7%)	7 (26%)	4 (15%)	27
Food & Drug Administration (FDA)	4 (15%)	1 (4%)	5 (19%)	12 (44%)	5 (19%)	27
U.S. Department of Agriculture (USDA)	4 (15%)	1 (4%)	0 (0%)	16 (59%)	6 (22%)	27
Environmental Protection Agency (EPA)	3 (11%)	0 (0%)	2 (7%)	16 (59%)	6 (22%)	27
Consumer Product Safety Commission (CPSC)	1 (4%)	0 (0%)	0 (0%)	19 (70%)	7 (26%)	27
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	1 (4%)	0 (0%)	19 (70%)	7 (26%)	27
National Marine Fisheries Service (NMFS)	0 (0%)	0 (0%)	0 (0%)	20 (74%)	7 (26%)	27
National Highway Traffic Safety Administration [DOT] (NHTSA)	4 (15%)	0 (0%)	0 (0%)	17 (63%)	6 (22%)	27
Fish & Wildlife Service (FWS)	1 (4%)	1 (4%)	0 (0%)	18 (67%)	7 (26%)	27
Federal Communications Commission (FCC)	4 (15%)	1 (4%)	1 (4%)	15 (56%)	6 (22%)	27
Other or N/A	0 (0%)	0 (0%)	0 (0%)	17 (63%)	10 (37%)	27

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

## Base Metals &amp; Machinery

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	12 (86%)	0 (0%)	1 (7%)	0 (0%)	1 (7%)	14
CBP Center of Excellence and Expertise	1 (7%)	1 (7%)	0 (0%)	8 (57%)	4 (29%)	14
CBP Port of Entry	5 (36%)	1 (7%)	4 (29%)	3 (21%)	1 (7%)	14
Food & Drug Administration (FDA)	1 (7%)	1 (7%)	4 (29%)	4 (29%)	4 (29%)	14
U.S. Department of Agriculture (USDA)	1 (7%)	0 (0%)	4 (29%)	6 (43%)	3 (21%)	14
Environmental Protection Agency (EPA)	1 (7%)	1 (7%)	1 (7%)	7 (50%)	4 (29%)	14
Consumer Product Safety Commission (CPSC)	1 (7%)	0 (0%)	0 (0%)	8 (57%)	5 (36%)	14
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (7%)	0 (0%)	1 (7%)	8 (57%)	4 (29%)	14
National Marine Fisheries Service (NMFS)	1 (7%)	0 (0%)	0 (0%)	9 (64%)	4 (29%)	14
National Highway Traffic Safety Administration [DOT] (NHTSA)	2 (14%)	0 (0%)	1 (7%)	7 (50%)	4 (29%)	14
Fish & Wildlife Service (FWS)	1 (7%)	0 (0%)	0 (0%)	9 (64%)	4 (29%)	14
Federal Communications Commission (FCC)	2 (14%)	0 (0%)	1 (7%)	7 (50%)	4 (29%)	14
Other or N/A	0 (0%)	0 (0%)	0 (0%)	7 (50%)	7 (50%)	14

## COAC 2013 Trade Efficiency Survey

Cont - 3 - 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Consumer Products & Mass Merch.

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	31 (74%)	1 (2%)	0 (0%)	6 (14%)	4 (10%)	42
CBP Center of Excellence and Expertise	2 (5%)	1 (2%)	0 (0%)	31 (74%)	8 (19%)	42
CBP Port of Entry	12 (29%)	5 (12%)	8 (19%)	12 (29%)	5 (12%)	42
Food & Drug Administration (FDA)	8 (19%)	4 (10%)	15 (36%)	10 (24%)	5 (12%)	42
U.S. Department of Agriculture (USDA)	11 (26%)	5 (12%)	6 (14%)	15 (36%)	5 (12%)	42
Environmental Protection Agency (EPA)	1 (2%)	2 (5%)	2 (5%)	29 (69%)	8 (19%)	42
Consumer Product Safety Commission (CPSC)	5 (12%)	4 (10%)	8 (19%)	20 (48%)	5 (12%)	42
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	3 (7%)	2 (5%)	0 (0%)	30 (71%)	7 (17%)	42
National Marine Fisheries Service (NMFS)	0 (0%)	1 (2%)	1 (2%)	33 (79%)	7 (17%)	42
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (2%)	1 (2%)	0 (0%)	32 (76%)	8 (19%)	42
Fish & Wildlife Service (FWS)	15 (36%)	2 (5%)	2 (5%)	17 (40%)	6 (14%)	42
Federal Communications Commission (FCC)	3 (7%)	2 (5%)	2 (5%)	28 (67%)	7 (17%)	42
Other or N/A	0 (0%)	0 (0%)	0 (0%)	26 (62%)	16 (38%)	42

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

## Industrial &amp; Manuf. Materials

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	9 (82%)	0 (0%)	0 (0%)	1 (9%)	1 (9%)	11
CBP Center of Excellence and Expertise	4 (36%)	0 (0%)	0 (0%)	3 (27%)	4 (36%)	11
CBP Port of Entry	4 (36%)	0 (0%)	1 (9%)	2 (18%)	4 (36%)	11
Food & Drug Administration (FDA)	3 (27%)	1 (9%)	2 (18%)	3 (27%)	2 (18%)	11
U.S. Department of Agriculture (USDA)	1 (9%)	1 (9%)	1 (9%)	3 (27%)	5 (45%)	11
Environmental Protection Agency (EPA)	1 (9%)	0 (0%)	0 (0%)	4 (36%)	6 (55%)	11
Consumer Product Safety Commission (CPSC)	0 (0%)	1 (9%)	0 (0%)	4 (36%)	6 (55%)	11
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	1 (9%)	0 (0%)	4 (36%)	6 (55%)	11
National Marine Fisheries Service (NMFS)	0 (0%)	1 (9%)	0 (0%)	4 (36%)	6 (55%)	11
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	1 (9%)	0 (0%)	4 (36%)	6 (55%)	11
Fish & Wildlife Service (FWS)	1 (9%)	2 (18%)	0 (0%)	3 (27%)	5 (45%)	11
Federal Communications Commission (FCC)	1 (9%)	1 (9%)	1 (9%)	4 (36%)	4 (36%)	11
Other or N/A	0 (0%)	0 (0%)	0 (0%)	2 (18%)	9 (82%)	11

## COAC 2013 Trade Efficiency Survey

Cont. - 5 - 41) After contacting entities regarding a delay, how satisfied are you with their customer service?  
& Consumer Electronics

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
<b>Broker</b>	17 (85%)	0 (0%)	1 (5%)	0 (0%)	2 (10%)	20
<b>CBP Center of Excellence and Expertise</b>	3 (15%)	1 (5%)	0 (0%)	10 (50%)	6 (30%)	20
<b>CBP Port of Entry</b>	8 (40%)	1 (5%)	2 (10%)	3 (15%)	6 (30%)	20
<b>Food &amp; Drug Administration (FDA)</b>	4 (20%)	1 (5%)	4 (20%)	5 (25%)	6 (30%)	20
<b>U.S. Department of Agriculture (USDA)</b>	0 (0%)	1 (5%)	0 (0%)	10 (50%)	9 (45%)	20
<b>Environmental Protection Agency (EPA)</b>	0 (0%)	1 (5%)	0 (0%)	10 (50%)	9 (45%)	20
<b>Consumer Product Safety Commission (CPSC)</b>	0 (0%)	1 (5%)	0 (0%)	10 (50%)	9 (45%)	20
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	0 (0%)	1 (5%)	0 (0%)	10 (50%)	9 (45%)	20
<b>National Marine Fisheries Service (NMFS)</b>	0 (0%)	1 (5%)	0 (0%)	10 (50%)	9 (45%)	20
<b>National Highway Traffic Safety Administration [DOT] (NHTSA)</b>	0 (0%)	1 (5%)	0 (0%)	10 (50%)	9 (45%)	20
<b>Fish &amp; Wildlife Service (FWS)</b>	0 (0%)	1 (5%)	0 (0%)	9 (45%)	10 (50%)	20
<b>Federal Communications Commission (FCC)</b>	5 (25%)	3 (15%)	0 (0%)	4 (20%)	8 (40%)	20
<b>Other or N/A</b>	0 (0%)	1 (5%)	0 (0%)	7 (35%)	12 (60%)	20

COAC 2013 Trade Efficiency Survey

Cont. 6 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Petroleum, Natural Gas & Minerals

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
CBP Center of Excellence and Expertise	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
CBP Port of Entry	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Federal Communications Commission (FCC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other or N/A	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0



COAC 2013 Trade Efficiency Survey

Cont. 7 - 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Pharma, Health & Chemicals

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	14 (70%)	4 (20%)	1 (5%)	0 (0%)	1 (5%)	20
CBP Center of Excellence and Expertise	4 (20%)	2 (10%)	1 (5%)	10 (50%)	3 (15%)	20
CBP Port of Entry	3 (15%)	5 (25%)	1 (5%)	7 (35%)	4 (20%)	20
Food & Drug Administration (FDA)	2 (10%)	1 (5%)	12 (60%)	3 (15%)	2 (10%)	20
U.S. Department of Agriculture (USDA)	6 (30%)	3 (15%)	2 (10%)	6 (30%)	3 (15%)	20
Environmental Protection Agency (EPA)	2 (10%)	1 (5%)	2 (10%)	10 (50%)	5 (25%)	20
Consumer Product Safety Commission (CPSC)	1 (5%)	0 (0%)	0 (0%)	13 (65%)	6 (30%)	20
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	1 (5%)	0 (0%)	13 (65%)	6 (30%)	20
National Marine Fisheries Service (NMFS)	0 (0%)	0 (0%)	0 (0%)	13 (65%)	7 (35%)	20
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	0 (0%)	0 (0%)	14 (70%)	6 (30%)	20
Fish & Wildlife Service (FWS)	5 (25%)	1 (5%)	0 (0%)	8 (40%)	6 (30%)	20
Federal Communications Commission (FCC)	1 (5%)	1 (5%)	0 (0%)	12 (60%)	6 (30%)	20
Other or N/A	0 (0%)	0 (0%)	0 (0%)	9 (45%)	11 (55%)	20

## COAC 2013 Trade Efficiency Survey

Cont. 8 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

## Textiles, Wearing Apparel &amp; Footwear

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	20 (87%)	0 (0%)	0 (0%)	0 (0%)	3 (13%)	23
CBP Center of Excellence and Expertise	1 (4%)	1 (4%)	0 (0%)	14 (61%)	7 (30%)	23
CBP Port of Entry	11 (48%)	4 (17%)	3 (13%)	5 (22%)	0 (0%)	23
Food & Drug Administration (FDA)	3 (13%)	3 (13%)	6 (26%)	8 (35%)	3 (13%)	23
U.S. Department of Agriculture (USDA)	2 (9%)	4 (17%)	2 (9%)	12 (52%)	3 (13%)	23
Environmental Protection Agency (EPA)	2 (9%)	2 (9%)	1 (4%)	13 (57%)	5 (22%)	23
Consumer Product Safety Commission (CPSC)	2 (9%)	3 (13%)	1 (4%)	11 (48%)	6 (26%)	23
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	3 (13%)	0 (0%)	14 (61%)	6 (26%)	23
National Marine Fisheries Service (NMFS)	0 (0%)	2 (9%)	0 (0%)	15 (65%)	6 (26%)	23
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (4%)	3 (13%)	0 (0%)	13 (57%)	6 (26%)	23
Fish & Wildlife Service (FWS)	8 (35%)	4 (17%)	2 (9%)	8 (35%)	1 (4%)	23
Federal Communications Commission (FCC)	0 (0%)	2 (9%)	0 (0%)	15 (65%)	6 (26%)	23
Other or N/A	1 (4%)	0 (0%)	0 (0%)	9 (39%)	13 (57%)	23

## COAC 2013 Trade Efficiency Survey

Cont - 9 - 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

All

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	14 (54%)	1 (4%)	0 (0%)	3 (12%)	8 (31%)	26
CBP Center of Excellence and Expertise	1 (4%)	4 (15%)	1 (4%)	13 (50%)	7 (27%)	26
CBP Port of Entry	13 (50%)	8 (31%)	2 (8%)	0 (0%)	3 (12%)	26
Food & Drug Administration (FDA)	11 (42%)	3 (12%)	8 (31%)	1 (4%)	3 (12%)	26
U.S. Department of Agriculture (USDA)	11 (42%)	5 (19%)	3 (12%)	3 (12%)	4 (15%)	26
Environmental Protection Agency (EPA)	2 (8%)	7 (27%)	0 (0%)	11 (42%)	6 (23%)	26
Consumer Product Safety Commission (CPSC)	2 (8%)	2 (8%)	0 (0%)	15 (58%)	7 (27%)	26
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	6 (23%)	3 (12%)	0 (0%)	9 (35%)	8 (31%)	26
National Marine Fisheries Service (NMFS)	0 (0%)	3 (12%)	0 (0%)	14 (54%)	9 (35%)	26
National Highway Traffic Safety Administration [DOT] (NHTSA)	2 (8%)	1 (4%)	0 (0%)	14 (54%)	9 (35%)	26
Fish & Wildlife Service (FWS)	10 (38%)	4 (15%)	1 (4%)	6 (23%)	5 (19%)	26
Federal Communications Commission (FCC)	0 (0%)	4 (15%)	0 (0%)	14 (54%)	8 (31%)	26
Other or N/A	0 (0%)	0 (0%)	0 (0%)	7 (27%)	19 (73%)	26

## COAC 2013 Trade Efficiency Survey

Cont. 10 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Other

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
<b>Broker</b>	18 (95%)	0 (0%)	0 (0%)	0 (0%)	1 (5%)	19
<b>CBP Center of Excellence and Expertise</b>	2 (11%)	1 (5%)	0 (0%)	10 (53%)	6 (32%)	19
<b>CBP Port of Entry</b>	9 (47%)	3 (16%)	2 (11%)	3 (16%)	2 (11%)	19
<b>Food &amp; Drug Administration (FDA)</b>	7 (37%)	1 (5%)	5 (26%)	3 (16%)	3 (16%)	19
<b>U.S. Department of Agriculture (USDA)</b>	6 (32%)	2 (11%)	1 (5%)	5 (26%)	5 (26%)	19
<b>Environmental Protection Agency (EPA)</b>	4 (21%)	2 (11%)	1 (5%)	6 (32%)	6 (32%)	19
<b>Consumer Product Safety Commission (CPSC)</b>	3 (16%)	1 (5%)	1 (5%)	8 (42%)	6 (32%)	19
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	2 (11%)	1 (5%)	1 (5%)	8 (42%)	7 (37%)	19
<b>National Marine Fisheries Service (NMFS)</b>	2 (11%)	1 (5%)	1 (5%)	7 (37%)	8 (42%)	19
<b>National Highway Traffic Safety Administration [DOT] (NHTSA)</b>	2 (11%)	1 (5%)	0 (0%)	9 (47%)	7 (37%)	19
<b>Fish &amp; Wildlife Service (FWS)</b>	2 (11%)	1 (5%)	1 (5%)	8 (42%)	7 (37%)	19
<b>Federal Communications Commission (FCC)</b>	3 (16%)	1 (5%)	0 (0%)	8 (42%)	7 (37%)	19
<b>Other or N/A</b>	0 (0%)	2 (11%)	0 (0%)	5 (26%)	12 (63%)	19

COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 41) After contacting entities regarding a delay, how satisfied are you with their customer service?  
Accounting or Financial Officer

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
CBP Center of Excellence and Expertise	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
CBP Port of Entry	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Federal Communications Commission (FCC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other or N/A	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Consultant

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
CBP Center of Excellence and Expertise	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2
CBP Port of Entry	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2
Food & Drug Administration (FDA)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
U.S. Department of Agriculture (USDA)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
Environmental Protection Agency (EPA)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Consumer Product Safety Commission (CPSC)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
National Marine Fisheries Service (NMFS)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Fish & Wildlife Service (FWS)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Federal Communications Commission (FCC)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Other or N/A	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Customs Attorney

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
CBP Center of Excellence and Expertise	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
CBP Port of Entry	0 (0%)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
Food & Drug Administration (FDA)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
U.S. Department of Agriculture (USDA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Environmental Protection Agency (EPA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Consumer Product Safety Commission (CPSC)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
National Marine Fisheries Service (NMFS)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Fish & Wildlife Service (FWS)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Federal Communications Commission (FCC)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Other or N/A	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

COAC 2013 Trade Efficiency Survey

Cont. 3 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Customs Compliance Officer

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
<b>Broker</b>	7 (64%)	2 (18%)	1 (9%)	0 (0%)	1 (9%)	11
<b>CBP Center of Excellence and Expertise</b>	0 (0%)	0 (0%)	0 (0%)	8 (73%)	3 (27%)	11
<b>CBP Port of Entry</b>	6 (55%)	4 (36%)	0 (0%)	1 (9%)	0 (0%)	11
<b>Food &amp; Drug Administration (FDA)</b>	1 (9%)	2 (18%)	5 (45%)	2 (18%)	1 (9%)	11
<b>U.S. Department of Agriculture (USDA)</b>	3 (27%)	2 (18%)	0 (0%)	5 (45%)	1 (9%)	11
<b>Environmental Protection Agency (EPA)</b>	1 (9%)	2 (18%)	0 (0%)	7 (64%)	1 (9%)	11
<b>Consumer Product Safety Commission (CPSC)</b>	0 (0%)	2 (18%)	0 (0%)	8 (73%)	1 (9%)	11
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	1 (9%)	1 (9%)	0 (0%)	7 (64%)	2 (18%)	11
<b>National Marine Fisheries Service (NMFS)</b>	0 (0%)	1 (9%)	0 (0%)	8 (73%)	2 (18%)	11
<b>National Highway Traffic Safety Administration [DOT] (NHTSA)</b>	0 (0%)	1 (9%)	0 (0%)	8 (73%)	2 (18%)	11
<b>Fish &amp; Wildlife Service (FWS)</b>	1 (9%)	1 (9%)	0 (0%)	8 (73%)	1 (9%)	11
<b>Federal Communications Commission (FCC)</b>	2 (18%)	2 (18%)	0 (0%)	6 (55%)	1 (9%)	11
<b>Other or N/A</b>	0 (0%)	1 (9%)	0 (0%)	6 (55%)	4 (36%)	11



## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Exporter

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
CBP Center of Excellence and Expertise	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
CBP Port of Entry	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Federal Communications Commission (FCC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other or N/A	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

## COAC 2013 Trade Efficiency Survey

Cont. 5 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?  
Freight Forwarder

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
CBP Center of Excellence and Expertise	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
CBP Port of Entry	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Food & Drug Administration (FDA)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
U.S. Department of Agriculture (USDA)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Environmental Protection Agency (EPA)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Consumer Product Safety Commission (CPSC)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
National Marine Fisheries Service (NMFS)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Fish & Wildlife Service (FWS)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Federal Communications Commission (FCC)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Other or N/A	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2

## COAC 2013 Trade Efficiency Survey

Cont. 6 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Importer

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	61 (84%)	3 (4%)	1 (1%)	0 (0%)	8 (11%)	73
CBP Center of Excellence and Expertise	4 (5%)	2 (3%)	1 (1%)	44 (60%)	22 (30%)	73
CBP Port of Entry	18 (25%)	10 (14%)	10 (14%)	19 (26%)	16 (22%)	73
Food & Drug Administration (FDA)	8 (11%)	7 (10%)	18 (25%)	23 (32%)	17 (23%)	73
U.S. Department of Agriculture (USDA)	9 (12%)	5 (7%)	6 (8%)	33 (45%)	20 (27%)	73
Environmental Protection Agency (EPA)	4 (5%)	0 (0%)	4 (5%)	40 (55%)	25 (34%)	73
Consumer Product Safety Commission (CPSC)	7 (10%)	3 (4%)	4 (5%)	37 (51%)	22 (30%)	73
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (1%)	0 (0%)	1 (1%)	46 (63%)	25 (34%)	73
National Marine Fisheries Service (NMFS)	3 (4%)	1 (1%)	2 (3%)	42 (58%)	25 (34%)	73
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (1%)	0 (0%)	0 (0%)	47 (64%)	25 (34%)	73
Fish & Wildlife Service (FWS)	16 (22%)	1 (1%)	3 (4%)	30 (41%)	23 (32%)	73
Federal Communications Commission (FCC)	6 (8%)	1 (1%)	4 (5%)	39 (53%)	23 (32%)	73
Other or N/A	0 (0%)	0 (0%)	0 (0%)	36 (49%)	37 (51%)	73

## COAC 2013 Trade Efficiency Survey

Cont. 7 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Importer/Exporter

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	48 (84%)	4 (7%)	2 (4%)	2 (4%)	1 (2%)	57
CBP Center of Excellence and Expertise	10 (18%)	4 (7%)	1 (2%)	28 (49%)	14 (25%)	57
CBP Port of Entry	19 (33%)	7 (12%)	5 (9%)	16 (28%)	10 (18%)	57
Food & Drug Administration (FDA)	12 (21%)	4 (7%)	12 (21%)	18 (32%)	11 (19%)	57
U.S. Department of Agriculture (USDA)	7 (12%)	5 (9%)	4 (7%)	25 (44%)	16 (28%)	57
Environmental Protection Agency (EPA)	7 (12%)	4 (7%)	3 (5%)	28 (49%)	15 (26%)	57
Consumer Product Safety Commission (CPSC)	2 (4%)	2 (4%)	1 (2%)	33 (58%)	19 (33%)	57
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	2 (4%)	3 (5%)	0 (0%)	33 (58%)	19 (33%)	57
National Marine Fisheries Service (NMFS)	1 (2%)	2 (4%)	0 (0%)	35 (61%)	19 (33%)	57
National Highway Traffic Safety Administration [DOT] (NHTSA)	3 (5%)	2 (4%)	1 (2%)	33 (58%)	18 (32%)	57
Fish & Wildlife Service (FWS)	5 (9%)	3 (5%)	2 (4%)	30 (53%)	17 (30%)	57
Federal Communications Commission (FCC)	5 (9%)	5 (9%)	1 (2%)	29 (51%)	17 (30%)	57
Other or N/A	1 (2%)	1 (2%)	0 (0%)	26 (46%)	29 (51%)	57

## COAC 2013 Trade Efficiency Survey

Cont. 8 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Licensed Customs Broker

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	35 (58%)	1 (2%)	0 (0%)	9 (15%)	15 (25%)	60
CBP Center of Excellence and Expertise	4 (7%)	4 (7%)	1 (2%)	38 (63%)	13 (22%)	60
CBP Port of Entry	29 (48%)	12 (20%)	10 (17%)	5 (8%)	4 (7%)	60
Food & Drug Administration (FDA)	17 (28%)	7 (12%)	28 (47%)	5 (8%)	3 (5%)	60
U.S. Department of Agriculture (USDA)	23 (38%)	9 (15%)	12 (20%)	11 (18%)	5 (8%)	60
Environmental Protection Agency (EPA)	3 (5%)	9 (15%)	2 (3%)	32 (53%)	14 (23%)	60
Consumer Product Safety Commission (CPSC)	5 (8%)	6 (10%)	5 (8%)	29 (48%)	15 (25%)	60
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	7 (12%)	8 (13%)	2 (3%)	28 (47%)	15 (25%)	60
National Marine Fisheries Service (NMFS)	0 (0%)	5 (8%)	0 (0%)	39 (65%)	16 (27%)	60
National Highway Traffic Safety Administration [DOT] (NHTSA)	7 (12%)	5 (8%)	0 (0%)	32 (53%)	16 (27%)	60
Fish & Wildlife Service (FWS)	22 (37%)	9 (15%)	1 (2%)	17 (28%)	11 (18%)	60
Federal Communications Commission (FCC)	5 (8%)	6 (10%)	1 (2%)	33 (55%)	15 (25%)	60
Other or N/A	0 (0%)	0 (0%)	0 (0%)	21 (35%)	39 (65%)	60

Cont. 9 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Logistics Officer or Supply Chain Officer

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	5 (71%)	1 (14%)	0 (0%)	1 (14%)	0 (0%)	7
CBP Center of Excellence and Expertise	1 (14%)	1 (14%)	0 (0%)	3 (43%)	2 (29%)	7
CBP Port of Entry	2 (29%)	1 (14%)	0 (0%)	3 (43%)	1 (14%)	7
Food & Drug Administration (FDA)	3 (43%)	1 (14%)	0 (0%)	2 (29%)	1 (14%)	7
U.S. Department of Agriculture (USDA)	1 (14%)	1 (14%)	0 (0%)	3 (43%)	2 (29%)	7
Environmental Protection Agency (EPA)	0 (0%)	0 (0%)	1 (14%)	4 (57%)	2 (29%)	7
Consumer Product Safety Commission (CPSC)	0 (0%)	0 (0%)	0 (0%)	5 (71%)	2 (29%)	7
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	1 (14%)	0 (0%)	4 (57%)	2 (29%)	7
National Marine Fisheries Service (NMFS)	0 (0%)	1 (14%)	0 (0%)	4 (57%)	2 (29%)	7
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	0 (0%)	0 (0%)	5 (71%)	2 (29%)	7
Fish & Wildlife Service (FWS)	0 (0%)	1 (14%)	0 (0%)	4 (57%)	2 (29%)	7
Federal Communications Commission (FCC)	0 (0%)	0 (0%)	0 (0%)	5 (71%)	2 (29%)	7
Other or N/A	0 (0%)	0 (0%)	0 (0%)	4 (57%)	3 (43%)	7

COAC 2013 Trade Efficiency Survey

Cont. 10 -- 41) After contacting entities regarding a delay, how satisfied are you with their customer service?

Other

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Broker	5 (83%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	6
CBP Center of Excellence and Expertise	1 (17%)	0 (0%)	0 (0%)	2 (33%)	3 (50%)	6
CBP Port of Entry	4 (67%)	1 (17%)	1 (17%)	0 (0%)	0 (0%)	6
Food & Drug Administration (FDA)	2 (33%)	1 (17%)	2 (33%)	0 (0%)	1 (17%)	6
U.S. Department of Agriculture (USDA)	2 (33%)	0 (0%)	0 (0%)	3 (50%)	1 (17%)	6
Environmental Protection Agency (EPA)	1 (17%)	0 (0%)	0 (0%)	3 (50%)	2 (33%)	6
Consumer Product Safety Commission (CPSC)	1 (17%)	0 (0%)	0 (0%)	3 (50%)	2 (33%)	6
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	2 (33%)	0 (0%)	0 (0%)	3 (50%)	1 (17%)	6
National Marine Fisheries Service (NMFS)	1 (17%)	0 (0%)	0 (0%)	3 (50%)	2 (33%)	6
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (17%)	0 (0%)	0 (0%)	3 (50%)	2 (33%)	6
Fish & Wildlife Service (FWS)	2 (33%)	0 (0%)	0 (0%)	3 (50%)	1 (17%)	6
Federal Communications Commission (FCC)	2 (33%)	0 (0%)	0 (0%)	2 (33%)	2 (33%)	6
Other or N/A	0 (0%)	1 (17%)	0 (0%)	3 (50%)	2 (33%)	6

## COAC 2013 Trade Efficiency Survey

**42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	127 (58%)	42 (19%)	25 (11%)	25 (11%)	219
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	147 (67%)	29 (13%)	14 (6%)	29 (13%)	219
Better communication with brokerage team	44 (20%)	47 (21%)	96 (44%)	32 (15%)	219
Communication on which PGA is behind a hold	74 (34%)	63 (29%)	52 (24%)	30 (14%)	219
Other	3 (1%)	2 (1%)	110 (50%)	104 (47%)	219

**Cross Tab by Industry - 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.**

### Ag & Prepared Products

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	7 (41%)	3 (18%)	5 (29%)	2 (12%)	17
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	13 (76%)	1 (6%)	0 (0%)	3 (18%)	17
Better communication with brokerage team	4 (24%)	2 (12%)	9 (53%)	2 (12%)	17
Communication on which PGA is behind a hold	6 (35%)	7 (41%)	1 (6%)	3 (18%)	17
Other	0 (0%)	0 (0%)	11 (65%)	6 (35%)	17



## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Auto & Aerospace

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	11 (41%)	7 (26%)	3 (11%)	6 (22%)	27
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	17 (63%)	5 (19%)	0 (0%)	5 (19%)	27
Better communication with brokerage team	8 (30%)	4 (15%)	10 (37%)	5 (19%)	27
Communication on which PGA is behind a hold	8 (30%)	5 (19%)	8 (30%)	6 (22%)	27
Other	1 (4%)	0 (0%)	14 (52%)	12 (44%)	27

### Base Metals & Machinery

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	10 (71%)	2 (14%)	2 (14%)	0 (0%)	14
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	8 (57%)	5 (36%)	1 (7%)	0 (0%)	14
Better communication with brokerage team	4 (29%)	2 (14%)	8 (57%)	0 (0%)	14
Communication on which PGA is behind a hold	6 (43%)	5 (36%)	1 (7%)	2 (14%)	14
Other	0 (0%)	0 (0%)	7 (50%)	7 (50%)	14

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Consumer Products & Mass Merch.

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	27 (64%)	10 (24%)	4 (10%)	1 (2%)	42
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	31 (74%)	6 (14%)	2 (5%)	3 (7%)	42
Better communication with brokerage team	6 (14%)	9 (21%)	22 (52%)	5 (12%)	42
Communication on which PGA is behind a hold	15 (36%)	14 (33%)	11 (26%)	2 (5%)	42
Other	1 (2%)	0 (0%)	27 (64%)	14 (33%)	42

### Industrial & Manuf. Materials

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	8 (73%)	2 (18%)	0 (0%)	1 (9%)	11
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	7 (64%)	1 (9%)	2 (18%)	1 (9%)	11
Better communication with brokerage team	1 (9%)	2 (18%)	5 (45%)	3 (27%)	11
Communication on which PGA is behind a hold	3 (27%)	3 (27%)	3 (27%)	2 (18%)	11
Other	0 (0%)	1 (9%)	3 (27%)	7 (64%)	11

## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### IT & Consumer Electronics

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	12 (60%)	4 (20%)	2 (10%)	2 (10%)	20
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	13 (65%)	3 (15%)	2 (10%)	2 (10%)	20
Better communication with brokerage team	4 (20%)	4 (20%)	10 (50%)	2 (10%)	20
Communication on which PGA is behind a hold	7 (35%)	7 (35%)	4 (20%)	2 (10%)	20
Other	0 (0%)	0 (0%)	13 (65%)	7 (35%)	20

### Petroleum, Natural Gas & Minerals

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Better communication with brokerage team	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Communication on which PGA is behind a hold	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Pharma, Health & Chemicals

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	13 (65%)	3 (15%)	2 (10%)	2 (10%)	20
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	13 (65%)	2 (10%)	2 (10%)	3 (15%)	20
Better communication with brokerage team	2 (10%)	8 (40%)	7 (35%)	3 (15%)	20
Communication on which PGA is behind a hold	8 (40%)	3 (15%)	7 (35%)	2 (10%)	20
Other	0 (0%)	0 (0%)	7 (35%)	13 (65%)	20

### Textiles, Wearing Apparel & Footwear

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	14 (61%)	5 (22%)	2 (9%)	2 (9%)	23
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	18 (78%)	0 (0%)	2 (9%)	3 (13%)	23
Better communication with brokerage team	5 (22%)	8 (35%)	7 (30%)	3 (13%)	23
Communication on which PGA is behind a hold	5 (22%)	5 (22%)	9 (39%)	4 (17%)	23
Other	0 (0%)	0 (0%)	10 (43%)	13 (57%)	23

# COAC 2013 Trade Efficiency Survey

Cont. 5 -- 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

All

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	14 (54%)	5 (19%)	4 (15%)	3 (12%)	26
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	18 (69%)	3 (12%)	2 (8%)	3 (12%)	26
Better communication with brokerage team	5 (19%)	4 (15%)	12 (46%)	5 (19%)	26
Communication on which PGA is behind a hold	8 (31%)	11 (42%)	4 (15%)	3 (12%)	26
Other	0 (0%)	0 (0%)	11 (42%)	15 (58%)	26

Other

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	11 (58%)	1 (5%)	1 (5%)	6 (32%)	19
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	9 (47%)	3 (16%)	1 (5%)	6 (32%)	19
Better communication with brokerage team	5 (26%)	4 (21%)	6 (32%)	4 (21%)	19
Communication on which PGA is behind a hold	8 (42%)	3 (16%)	4 (21%)	4 (21%)	19
Other	1 (5%)	1 (5%)	7 (37%)	10 (53%)	19

## COAC 2013 Trade Efficiency Survey

**Cross Tab by Job Type - 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.**

### Accounting or Financial Officer

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Better communication with brokerage team	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Communication on which PGA is behind a hold	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Consultant

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	1 (50%)	0 (0%)	1 (50%)	0 (0%)	2
Better communication with brokerage team	0 (0%)	1 (50%)	1 (50%)	0 (0%)	2
Communication on which PGA is behind a hold	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Other	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2

### Customs Attorney

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	1
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Better communication with brokerage team	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Communication on which PGA is behind a hold	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Other	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

### Customs Compliance Officer

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	6 (55%)	3 (27%)	0 (0%)	2 (18%)	11
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	8 (73%)	0 (0%)	1 (9%)	2 (18%)	11
Better communication with brokerage team	1 (9%)	3 (27%)	6 (55%)	1 (9%)	11
Communication on which PGA is behind a hold	5 (45%)	3 (27%)	2 (18%)	1 (9%)	11
Other	0 (0%)	0 (0%)	7 (64%)	4 (36%)	11

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

### Exporter

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Better communication with brokerage team	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Communication on which PGA is behind a hold	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

### Freight Forwarder

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	2
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	2
Better communication with brokerage team	1 (50%)	0 (0%)	1 (50%)	0 (0%)	2
Communication on which PGA is behind a hold	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
Other	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2

### Importer

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	41 (56%)	18 (25%)	5 (7%)	9 (12%)	73
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	46 (63%)	11 (15%)	4 (5%)	12 (16%)	73
Better communication with brokerage team	14 (19%)	20 (27%)	31 (42%)	8 (11%)	73
Communication on which PGA is behind a hold	27 (37%)	13 (18%)	22 (30%)	11 (15%)	73
Other	2 (3%)	0 (0%)	45 (62%)	26 (36%)	73



Cont. 3 -- 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

**Importer/Exporter**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	40 (70%)	8 (14%)	5 (9%)	4 (7%)	57
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	39 (68%)	9 (16%)	3 (5%)	6 (11%)	57
Better communication with brokerage team	14 (25%)	11 (19%)	25 (44%)	7 (12%)	57
Communication on which PGA is behind a hold	14 (25%)	20 (35%)	16 (28%)	7 (12%)	57
Other	0 (0%)	1 (2%)	30 (53%)	26 (46%)	57

**Licensed Customs Broker**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	29 (48%)	10 (17%)	13 (22%)	8 (13%)	60
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	43 (72%)	7 (12%)	5 (8%)	5 (8%)	60
Better communication with brokerage team	13 (22%)	9 (15%)	27 (45%)	11 (18%)	60
Communication on which PGA is behind a hold	21 (35%)	22 (37%)	8 (13%)	9 (15%)	60
Other	1 (2%)	0 (0%)	24 (40%)	35 (58%)	60

**Logistics Officer or Supply Chain Officer**

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	6 (86%)	0 (0%)	0 (0%)	1 (14%)	7
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	4 (57%)	1 (14%)	0 (0%)	2 (29%)	7
Better communication with brokerage team	0 (0%)	3 (43%)	2 (29%)	2 (29%)	7
Communication on which PGA is behind a hold	1 (14%)	1 (14%)	4 (57%)	1 (14%)	7
Other	0 (0%)	0 (0%)	2 (29%)	5 (71%)	7

## COAC 2013 Trade Efficiency Survey

Cont. 4 -- 42) Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.

Other

	Important	Neutral	Not important	Skipped	Total count
Earlier messaging once entry is filed (as proposed by Simplified Entry)	3 (50%)	1 (17%)	1 (17%)	1 (17%)	6
More descriptive messaging on the type of delay (as proposed by Simplified Entry)	4 (67%)	0 (0%)	0 (0%)	2 (33%)	6
Better communication with brokerage team	1 (17%)	0 (0%)	2 (33%)	3 (50%)	6
Communication on which PGA is behind a hold	2 (33%)	3 (50%)	0 (0%)	1 (17%)	6
Other	0 (0%)	1 (17%)	1 (17%)	4 (67%)	6

## 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	63 (29%)	31 (14%)	76 (35%)	33 (15%)	16 (7%)	219
<b>U.S. Department of Agriculture (USDA)</b>	59 (27%)	42 (19%)	27 (12%)	58 (26%)	33 (15%)	219
<b>Environmental Protection Agency (EPA)</b>	21 (10%)	33 (15%)	13 (6%)	101 (46%)	51 (23%)	219
<b>Consumer Product Safety Commission (CPSC)</b>	19 (9%)	32 (15%)	13 (6%)	104 (47%)	51 (23%)	219
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	18 (8%)	18 (8%)	6 (3%)	122 (56%)	55 (25%)	219
<b>National Marine Fisheries Service (NMFS)</b>	8 (4%)	19 (9%)	2 (1%)	129 (59%)	61 (28%)	219
<b>National Highway Traffic Safety Administration [DOT] (NHTSA)</b>	14 (6%)	22 (10%)	2 (1%)	123 (56%)	58 (26%)	219
<b>Fish &amp; Wildlife Service (FWS)</b>	41 (19%)	31 (14%)	8 (4%)	89 (41%)	50 (23%)	219
<b>Federal Communications Commission (FCC)</b>	33 (15%)	32 (15%)	10 (5%)	98 (45%)	46 (21%)	219
<b>Other</b>	4 (2%)	7 (3%)	0 (0%)	87 (40%)	121 (55%)	219

# COAC 2013 Trade Efficiency Survey

## Cross Tab by Industry - 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

### Ag & Prepared Products

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
Food & Drug Administration (FDA)	4 (24%)	6 (35%)	7 (41%)	0 (0%)	0 (0%)	17
U.S. Department of Agriculture (USDA)	6 (35%)	5 (29%)	2 (12%)	4 (24%)	0 (0%)	17
Environmental Protection Agency (EPA)	1 (6%)	1 (6%)	0 (0%)	9 (53%)	6 (35%)	17
Consumer Product Safety Commission (CPSC)	0 (0%)	3 (18%)	0 (0%)	9 (53%)	5 (29%)	17
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	2 (12%)	2 (12%)	1 (6%)	8 (47%)	4 (24%)	17
National Marine Fisheries Service (NMFS)	2 (12%)	3 (18%)	0 (0%)	7 (41%)	5 (29%)	17
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	2 (12%)	0 (0%)	10 (59%)	5 (29%)	17
Fish & Wildlife Service (FWS)	3 (18%)	1 (6%)	0 (0%)	8 (47%)	5 (29%)	17
Federal Communications Commission (FCC)	0 (0%)	2 (12%)	0 (0%)	10 (59%)	5 (29%)	17
Other	0 (0%)	0 (0%)	0 (0%)	7 (41%)	10 (59%)	17

### Auto & Aerospace

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
Food & Drug Administration (FDA)	7 (26%)	3 (11%)	4 (15%)	11 (41%)	2 (7%)	27
U.S. Department of Agriculture (USDA)	8 (30%)	3 (11%)	0 (0%)	11 (41%)	5 (19%)	27
Environmental Protection Agency (EPA)	4 (15%)	3 (11%)	0 (0%)	15 (56%)	5 (19%)	27
Consumer Product Safety Commission (CPSC)	1 (4%)	0 (0%)	0 (0%)	18 (67%)	8 (30%)	27
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	3 (11%)	0 (0%)	0 (0%)	17 (63%)	7 (26%)	27
National Marine Fisheries Service (NMFS)	0 (0%)	0 (0%)	0 (0%)	19 (70%)	8 (30%)	27
National Highway Traffic Safety Administration [DOT] (NHTSA)	6 (22%)	1 (4%)	0 (0%)	13 (48%)	7 (26%)	27
Fish & Wildlife Service (FWS)	1 (4%)	1 (4%)	0 (0%)	17 (63%)	8 (30%)	27
Federal Communications Commission (FCC)	7 (26%)	2 (7%)	1 (4%)	12 (44%)	5 (19%)	27
Other	0 (0%)	0 (0%)	0 (0%)	14 (52%)	13 (48%)	27

# COAC 2013 Trade Efficiency Survey

Cont. 1 -- 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

## Base Metals & Machinery

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	2 (14%)	2 (14%)	6 (43%)	2 (14%)	2 (14%)	14
U.S. Department of Agriculture (USDA)	2 (14%)	3 (21%)	4 (29%)	4 (29%)	1 (7%)	14
Environmental Protection Agency (EPA)	1 (7%)	3 (21%)	4 (29%)	4 (29%)	2 (14%)	14
Consumer Product Safety Commission (CPSC)	1 (7%)	2 (14%)	0 (0%)	8 (57%)	3 (21%)	14
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (7%)	2 (14%)	1 (7%)	7 (50%)	3 (21%)	14
National Marine Fisheries Service (NMFS)	1 (7%)	2 (14%)	0 (0%)	7 (50%)	4 (29%)	14
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (7%)	2 (14%)	1 (7%)	7 (50%)	3 (21%)	14
Fish & Wildlife Service (FWS)	1 (7%)	2 (14%)	0 (0%)	8 (57%)	3 (21%)	14
Federal Communications Commission (FCC)	2 (14%)	3 (21%)	2 (14%)	5 (36%)	2 (14%)	14
Other	1 (7%)	1 (7%)	0 (0%)	6 (43%)	6 (43%)	14

## Consumer Products & Mass Merch.

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	13 (31%)	5 (12%)	15 (36%)	6 (14%)	3 (7%)	42
U.S. Department of Agriculture (USDA)	16 (38%)	7 (17%)	5 (12%)	7 (17%)	7 (17%)	42
Environmental Protection Agency (EPA)	5 (12%)	3 (7%)	2 (5%)	24 (57%)	8 (19%)	42
Consumer Product Safety Commission (CPSC)	5 (12%)	8 (19%)	9 (21%)	15 (36%)	5 (12%)	42
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	5 (12%)	1 (2%)	0 (0%)	28 (67%)	8 (19%)	42
National Marine Fisheries Service (NMFS)	1 (2%)	1 (2%)	0 (0%)	30 (71%)	10 (24%)	42
National Highway Traffic Safety Administration [DOT] (NHTSA)	2 (5%)	2 (5%)	0 (0%)	29 (69%)	9 (21%)	42
Fish & Wildlife Service (FWS)	11 (26%)	6 (14%)	3 (7%)	17 (40%)	5 (12%)	42
Federal Communications Commission (FCC)	4 (10%)	4 (10%)	1 (2%)	25 (60%)	8 (19%)	42
Other	1 (2%)	0 (0%)	0 (0%)	20 (48%)	21 (50%)	42

## COAC 2013 Trade Efficiency Survey

Cont. 2 -- 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

### Industrial & Manuf. Materials

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	4 (36%)	1 (9%)	3 (27%)	2 (18%)	1 (9%)	11
U.S. Department of Agriculture (USDA)	2 (18%)	3 (27%)	0 (0%)	3 (27%)	3 (27%)	11
Environmental Protection Agency (EPA)	2 (18%)	2 (18%)	0 (0%)	3 (27%)	4 (36%)	11
Consumer Product Safety Commission (CPSC)	0 (0%)	0 (0%)	0 (0%)	5 (45%)	6 (55%)	11
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	0 (0%)	0 (0%)	5 (45%)	6 (55%)	11
National Marine Fisheries Service (NMFS)	0 (0%)	0 (0%)	0 (0%)	5 (45%)	6 (55%)	11
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	0 (0%)	0 (0%)	5 (45%)	6 (55%)	11
Fish & Wildlife Service (FWS)	1 (9%)	1 (9%)	0 (0%)	4 (36%)	5 (45%)	11
Federal Communications Commission (FCC)	2 (18%)	0 (0%)	2 (18%)	4 (36%)	3 (27%)	11
Other	1 (9%)	0 (0%)	0 (0%)	2 (18%)	8 (73%)	11

### IT & Consumer Electronics

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	7 (35%)	3 (15%)	6 (30%)	3 (15%)	1 (5%)	20
U.S. Department of Agriculture (USDA)	3 (15%)	1 (5%)	1 (5%)	9 (45%)	6 (30%)	20
Environmental Protection Agency (EPA)	1 (5%)	3 (15%)	0 (0%)	9 (45%)	7 (35%)	20
Consumer Product Safety Commission (CPSC)	1 (5%)	3 (15%)	0 (0%)	11 (55%)	5 (25%)	20
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (5%)	2 (10%)	0 (0%)	11 (55%)	6 (30%)	20
National Marine Fisheries Service (NMFS)	1 (5%)	2 (10%)	0 (0%)	11 (55%)	6 (30%)	20
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (5%)	2 (10%)	0 (0%)	11 (55%)	6 (30%)	20
Fish & Wildlife Service (FWS)	1 (5%)	2 (10%)	0 (0%)	11 (55%)	6 (30%)	20
Federal Communications Commission (FCC)	8 (40%)	4 (20%)	3 (15%)	3 (15%)	2 (10%)	20
Other	1 (5%)	1 (5%)	0 (0%)	8 (40%)	10 (50%)	20

## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

### Petroleum, Natural Gas & Minerals

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Federal Communications Commission (FCC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

### Pharma, Health & Chemicals

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	4 (20%)	1 (5%)	13 (65%)	1 (5%)	1 (5%)	20
U.S. Department of Agriculture (USDA)	6 (30%)	2 (10%)	6 (30%)	3 (15%)	3 (15%)	20
Environmental Protection Agency (EPA)	2 (10%)	2 (10%)	3 (15%)	9 (45%)	4 (20%)	20
Consumer Product Safety Commission (CPSC)	1 (5%)	0 (0%)	1 (5%)	13 (65%)	5 (25%)	20
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	0 (0%)	0 (0%)	15 (75%)	5 (25%)	20
National Marine Fisheries Service (NMFS)	0 (0%)	0 (0%)	0 (0%)	15 (75%)	5 (25%)	20
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (5%)	0 (0%)	0 (0%)	14 (70%)	5 (25%)	20
Fish & Wildlife Service (FWS)	4 (20%)	2 (10%)	1 (5%)	8 (40%)	5 (25%)	20
Federal Communications Commission (FCC)	4 (20%)	3 (15%)	0 (0%)	8 (40%)	5 (25%)	20
Other	0 (0%)	0 (0%)	0 (0%)	7 (35%)	13 (65%)	20

# COAC 2013 Trade Efficiency Survey

Cont. 4 -- 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

## Textiles, Wearing Apparel & Footwear

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	5 (22%)	4 (17%)	6 (26%)	6 (26%)	2 (9%)	23
U.S. Department of Agriculture (USDA)	1 (4%)	6 (26%)	1 (4%)	12 (52%)	3 (13%)	23
Environmental Protection Agency (EPA)	0 (0%)	3 (13%)	2 (9%)	14 (61%)	4 (17%)	23
Consumer Product Safety Commission (CPSC)	6 (26%)	6 (26%)	2 (9%)	6 (26%)	3 (13%)	23
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	2 (9%)	2 (9%)	15 (65%)	4 (17%)	23
National Marine Fisheries Service (NMFS)	0 (0%)	3 (13%)	1 (4%)	15 (65%)	4 (17%)	23
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	3 (13%)	1 (4%)	15 (65%)	4 (17%)	23
Fish & Wildlife Service (FWS)	8 (35%)	5 (22%)	3 (13%)	6 (26%)	1 (4%)	23
Federal Communications Commission (FCC)	1 (4%)	4 (17%)	1 (4%)	13 (57%)	4 (17%)	23
Other	0 (0%)	2 (9%)	0 (0%)	12 (52%)	9 (39%)	23

## All

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	10 (38%)	4 (15%)	9 (35%)	0 (0%)	3 (12%)	26
U.S. Department of Agriculture (USDA)	11 (42%)	5 (19%)	5 (19%)	2 (8%)	3 (12%)	26
Environmental Protection Agency (EPA)	1 (4%)	9 (35%)	0 (0%)	8 (31%)	8 (31%)	26
Consumer Product Safety Commission (CPSC)	2 (8%)	6 (23%)	0 (0%)	11 (42%)	7 (27%)	26
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	3 (12%)	6 (23%)	1 (4%)	8 (31%)	8 (31%)	26
National Marine Fisheries Service (NMFS)	2 (8%)	4 (15%)	0 (0%)	11 (42%)	9 (35%)	26
National Highway Traffic Safety Administration [DOT] (NHTSA)	2 (8%)	6 (23%)	0 (0%)	9 (35%)	9 (35%)	26
Fish & Wildlife Service (FWS)	9 (35%)	6 (23%)	0 (0%)	4 (15%)	7 (27%)	26
Federal Communications Commission (FCC)	3 (12%)	5 (19%)	0 (0%)	10 (38%)	8 (31%)	26
Other	0 (0%)	0 (0%)	0 (0%)	7 (27%)	19 (73%)	26



## COAC 2013 Trade Efficiency Survey

Cont. 5 -- 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

Other						
	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
Food & Drug Administration (FDA)	7 (37%)	2 (11%)	7 (37%)	2 (11%)	1 (5%)	19
U.S. Department of Agriculture (USDA)	4 (21%)	7 (37%)	3 (16%)	3 (16%)	2 (11%)	19
Environmental Protection Agency (EPA)	4 (21%)	4 (21%)	2 (11%)	6 (32%)	3 (16%)	19
Consumer Product Safety Commission (CPSC)	2 (11%)	4 (21%)	1 (5%)	8 (42%)	4 (21%)	19
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	3 (16%)	3 (16%)	1 (5%)	8 (42%)	4 (21%)	19
National Marine Fisheries Service (NMFS)	1 (5%)	4 (21%)	1 (5%)	9 (47%)	4 (21%)	19
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (5%)	4 (21%)	0 (0%)	10 (53%)	4 (21%)	19
Fish & Wildlife Service (FWS)	2 (11%)	5 (26%)	1 (5%)	6 (32%)	5 (26%)	19
Federal Communications Commission (FCC)	2 (11%)	5 (26%)	0 (0%)	8 (42%)	4 (21%)	19
Other	0 (0%)	3 (16%)	0 (0%)	4 (21%)	12 (63%)	19

Cross Tab by Job Type - 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

Accounting or Financial Officer						
	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Federal Communications Commission (FCC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

COAC 2013 Trade Efficiency Survey

Cont. 1 -- 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

Consultant						
	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	2
U.S. Department of Agriculture (USDA)	0 (0%)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
Environmental Protection Agency (EPA)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Consumer Product Safety Commission (CPSC)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
National Marine Fisheries Service (NMFS)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Fish & Wildlife Service (FWS)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Federal Communications Commission (FCC)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	2
Other	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2
Customs Attorney						
	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
U.S. Department of Agriculture (USDA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Environmental Protection Agency (EPA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Consumer Product Safety Commission (CPSC)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
National Marine Fisheries Service (NMFS)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Fish & Wildlife Service (FWS)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	0 (0%)	1
Federal Communications Commission (FCC)	0 (0%)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Other	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1

# COAC 2013 Trade Efficiency Survey

Cont. 2 -- 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

## Customs Compliance Officer

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
Food & Drug Administration (FDA)	2 (18%)	1 (9%)	5 (45%)	2 (18%)	1 (9%)	11
U.S. Department of Agriculture (USDA)	3 (27%)	1 (9%)	1 (9%)	5 (45%)	1 (9%)	11
Environmental Protection Agency (EPA)	2 (18%)	1 (9%)	0 (0%)	6 (55%)	2 (18%)	11
Consumer Product Safety Commission (CPSC)	1 (9%)	2 (18%)	0 (0%)	7 (64%)	1 (9%)	11
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	3 (27%)	0 (0%)	0 (0%)	7 (64%)	1 (9%)	11
National Marine Fisheries Service (NMFS)	1 (9%)	1 (9%)	0 (0%)	7 (64%)	2 (18%)	11
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (9%)	1 (9%)	0 (0%)	7 (64%)	2 (18%)	11
Fish & Wildlife Service (FWS)	2 (18%)	1 (9%)	0 (0%)	7 (64%)	1 (9%)	11
Federal Communications Commission (FCC)	2 (18%)	2 (18%)	0 (0%)	5 (45%)	2 (18%)	11
Other	1 (9%)	1 (9%)	0 (0%)	6 (55%)	3 (27%)	11

## Exporter

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Federal Communications Commission (FCC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Other	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

Freight Forwarder

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
U.S. Department of Agriculture (USDA)	2 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Environmental Protection Agency (EPA)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Consumer Product Safety Commission (CPSC)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
National Marine Fisheries Service (NMFS)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
National Highway Traffic Safety Administration [DOT] (NHTSA)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Fish & Wildlife Service (FWS)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Federal Communications Commission (FCC)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Other	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2

Importer

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	16 (22%)	10 (14%)	23 (32%)	16 (22%)	8 (11%)	73
U.S. Department of Agriculture (USDA)	17 (23%)	12 (16%)	7 (10%)	24 (33%)	13 (18%)	73
Environmental Protection Agency (EPA)	6 (8%)	6 (8%)	4 (5%)	40 (55%)	17 (23%)	73
Consumer Product Safety Commission (CPSC)	8 (11%)	14 (19%)	4 (5%)	30 (41%)	17 (23%)	73
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	2 (3%)	2 (3%)	1 (1%)	46 (63%)	22 (30%)	73
National Marine Fisheries Service (NMFS)	3 (4%)	3 (4%)	1 (1%)	43 (59%)	23 (32%)	73
National Highway Traffic Safety Administration [DOT] (NHTSA)	2 (3%)	4 (5%)	0 (0%)	47 (64%)	20 (27%)	73
Fish & Wildlife Service (FWS)	14 (19%)	7 (10%)	4 (5%)	29 (40%)	19 (26%)	73
Federal Communications Commission (FCC)	10 (14%)	6 (8%)	5 (7%)	35 (48%)	17 (23%)	73
Other	1 (1%)	1 (1%)	0 (0%)	30 (41%)	41 (56%)	73

COAC 2013 Trade Efficiency Survey

Cont. 4 -- 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

Importer/Exporter

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	17 (30%)	10 (18%)	14 (25%)	13 (23%)	3 (5%)	57
U.S. Department of Agriculture (USDA)	13 (23%)	7 (12%)	6 (11%)	20 (35%)	11 (19%)	57
Environmental Protection Agency (EPA)	8 (14%)	6 (11%)	7 (12%)	25 (44%)	11 (19%)	57
Consumer Product Safety Commission (CPSC)	3 (5%)	2 (4%)	2 (4%)	36 (63%)	14 (25%)	57
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	4 (7%)	2 (4%)	0 (0%)	38 (67%)	13 (23%)	57
National Marine Fisheries Service (NMFS)	1 (2%)	2 (4%)	0 (0%)	40 (70%)	14 (25%)	57
National Highway Traffic Safety Administration [DOT] (NHTSA)	4 (7%)	2 (4%)	1 (2%)	35 (61%)	15 (26%)	57
Fish & Wildlife Service (FWS)	3 (5%)	6 (11%)	2 (4%)	33 (58%)	13 (23%)	57
Federal Communications Commission (FCC)	12 (21%)	7 (12%)	3 (5%)	27 (47%)	8 (14%)	57
Other	0 (0%)	1 (2%)	0 (0%)	30 (53%)	26 (46%)	57

Licensed Customs Broker

	Satisfied	Neutral	Dissatisfied	No Contact	Skipped	Total count
Food & Drug Administration (FDA)	20 (33%)	8 (13%)	28 (47%)	1 (2%)	3 (5%)	60
U.S. Department of Agriculture (USDA)	22 (37%)	17 (28%)	13 (22%)	4 (7%)	4 (7%)	60
Environmental Protection Agency (EPA)	4 (7%)	16 (27%)	1 (2%)	25 (42%)	14 (23%)	60
Consumer Product Safety Commission (CPSC)	5 (8%)	10 (17%)	7 (12%)	25 (42%)	13 (22%)	60
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	7 (12%)	10 (17%)	5 (8%)	25 (42%)	13 (22%)	60
National Marine Fisheries Service (NMFS)	2 (3%)	9 (15%)	1 (2%)	33 (55%)	15 (25%)	60
National Highway Traffic Safety Administration [DOT] (NHTSA)	6 (10%)	11 (18%)	1 (2%)	28 (47%)	14 (23%)	60
Fish & Wildlife Service (FWS)	20 (33%)	13 (22%)	2 (3%)	14 (23%)	11 (18%)	60
Federal Communications Commission (FCC)	8 (13%)	12 (20%)	1 (2%)	27 (45%)	12 (20%)	60
Other	1 (2%)	3 (5%)	0 (0%)	18 (30%)	38 (63%)	60

COAC 2013 Trade Efficiency Survey

Cont. 5 -- 43) What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?

Logistics Officer or Supply Chain Officer

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
Food & Drug Administration (FDA)	3 (43%)	1 (14%)	1 (14%)	1 (14%)	1 (14%)	7
U.S. Department of Agriculture (USDA)	1 (14%)	1 (14%)	0 (0%)	2 (29%)	3 (43%)	7
Environmental Protection Agency (EPA)	0 (0%)	1 (14%)	1 (14%)	2 (29%)	3 (43%)	7
Consumer Product Safety Commission (CPSC)	1 (14%)	1 (14%)	0 (0%)	3 (43%)	2 (29%)	7
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	1 (14%)	0 (0%)	3 (43%)	3 (43%)	7
National Marine Fisheries Service (NMFS)	0 (0%)	1 (14%)	0 (0%)	3 (43%)	3 (43%)	7
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	1 (14%)	0 (0%)	3 (43%)	3 (43%)	7
Fish & Wildlife Service (FWS)	0 (0%)	1 (14%)	0 (0%)	3 (43%)	3 (43%)	7
Federal Communications Commission (FCC)	0 (0%)	1 (14%)	0 (0%)	3 (43%)	3 (43%)	7
Other	0 (0%)	0 (0%)	0 (0%)	2 (29%)	5 (71%)	7

Other

	Satisfie d	Neutra l	Dissatisfie d	No Contact	Skippe d	Total count
Food & Drug Administration (FDA)	2 (33%)	1 (17%)	3 (50%)	0 (0%)	0 (0%)	6
U.S. Department of Agriculture (USDA)	1 (17%)	2 (33%)	0 (0%)	2 (33%)	1 (17%)	6
Environmental Protection Agency (EPA)	0 (0%)	2 (33%)	0 (0%)	2 (33%)	2 (33%)	6
Consumer Product Safety Commission (CPSC)	0 (0%)	2 (33%)	0 (0%)	2 (33%)	2 (33%)	6
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (17%)	2 (33%)	0 (0%)	2 (33%)	1 (17%)	6
National Marine Fisheries Service (NMFS)	0 (0%)	2 (33%)	0 (0%)	2 (33%)	2 (33%)	6
National Highway Traffic Safety Administration [DOT] (NHTSA)	0 (0%)	2 (33%)	0 (0%)	2 (33%)	2 (33%)	6
Fish & Wildlife Service (FWS)	1 (17%)	2 (33%)	0 (0%)	2 (33%)	1 (17%)	6
Federal Communications Commission (FCC)	0 (0%)	2 (33%)	1 (17%)	1 (17%)	2 (33%)	6
Other	0 (0%)	1 (17%)	0 (0%)	1 (17%)	4 (67%)	6

## COAC 2013 Trade Efficiency Survey

44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	127 (58%)	41 (19%)	8 (4%)	13 (6%)	13 (6%)	17 (8%)	219
<b>Environmental Protection Agency (EPA)</b>	146 (67%)	7 (3%)	0 (0%)	1 (0%)	17 (8%)	48 (22%)	219
<b>U.S. Department of Agriculture (USDA)</b>	129 (59%)	34 (16%)	3 (1%)	6 (3%)	15 (7%)	32 (15%)	219
<b>Consumer Product Safety Commission (CPSC)</b>	141 (64%)	12 (5%)	0 (0%)	0 (0%)	20 (9%)	46 (21%)	219
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	141 (64%)	6 (3%)	0 (0%)	0 (0%)	19 (9%)	53 (24%)	219
<b>National Marine Fisheries Service (NMFS)</b>	144 (66%)	3 (1%)	0 (0%)	0 (0%)	19 (9%)	53 (24%)	219
<b>National Highway Traffic Safety Administration (NHTSA)</b>	145 (66%)	4 (2%)	0 (0%)	0 (0%)	19 (9%)	51 (23%)	219
<b>Fish &amp; Wildlife Service (FWS)</b>	143 (65%)	12 (5%)	1 (0%)	0 (0%)	17 (8%)	46 (21%)	219
<b>Plant Protection Quarantine (PPQ - CBP AG)</b>	137 (63%)	16 (7%)	2 (1%)	1 (0%)	13 (6%)	50 (23%)	219

# COAC 2013 Trade Efficiency Survey

Cross Tab by Industry - 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

## Ag & Prepared Products

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	8 (47%)	4 (24%)	1 (6%)	2 (12%)	1 (6%)	1 (6%)	17
Environmental Protection Agency (EPA)	9 (53%)	1 (6%)	0 (0%)	0 (0%)	2 (12%)	5 (29%)	17
U.S. Department of Agriculture (USDA)	8 (47%)	5 (29%)	1 (6%)	0 (0%)	2 (12%)	1 (6%)	17
Consumer Product Safety Commission (CPSC)	9 (53%)	1 (6%)	0 (0%)	0 (0%)	2 (12%)	5 (29%)	17
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	9 (53%)	1 (6%)	0 (0%)	0 (0%)	2 (12%)	5 (29%)	17
National Marine Fisheries Service (NMFS)	9 (53%)	1 (6%)	0 (0%)	0 (0%)	2 (12%)	5 (29%)	17
National Highway Traffic Safety Administration (NHTSA)	10 (59%)	0 (0%)	0 (0%)	0 (0%)	2 (12%)	5 (29%)	17
Fish & Wildlife Service (FWS)	9 (53%)	1 (6%)	0 (0%)	0 (0%)	2 (12%)	5 (29%)	17
Plant Protection Quarantine (PPQ - CBP AG)	8 (47%)	2 (12%)	1 (6%)	0 (0%)	2 (12%)	4 (24%)	17

## Auto & Aerospace

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	20 (74%)	3 (11%)	0 (0%)	0 (0%)	3 (11%)	1 (4%)	27
Environmental Protection Agency (EPA)	23 (85%)	0 (0%)	0 (0%)	0 (0%)	3 (11%)	1 (4%)	27
U.S. Department of Agriculture (USDA)	18 (67%)	4 (15%)	1 (4%)	0 (0%)	2 (7%)	2 (7%)	27
Consumer Product Safety Commission (CPSC)	21 (78%)	0 (0%)	0 (0%)	0 (0%)	3 (11%)	3 (11%)	27
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	19 (70%)	0 (0%)	0 (0%)	0 (0%)	4 (15%)	4 (15%)	27
National Marine Fisheries Service (NMFS)	21 (78%)	0 (0%)	0 (0%)	0 (0%)	3 (11%)	3 (11%)	27
National Highway Traffic Safety Administration (NHTSA)	22 (81%)	0 (0%)	0 (0%)	0 (0%)	3 (11%)	2 (7%)	27
Fish & Wildlife Service (FWS)	21 (78%)	0 (0%)	0 (0%)	0 (0%)	3 (11%)	3 (11%)	27
Plant Protection Quarantine (PPQ - CBP AG)	19 (70%)	2 (7%)	0 (0%)	0 (0%)	2 (7%)	4 (15%)	27



## COAC 2013 Trade Efficiency Survey

Cont. 1 -- 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

### Base Metals & Machinery

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	8 (57%)	3 (21%)	1 (7%)	0 (0%)	1 (7%)	1 (7%)	14
Environmental Protection Agency (EPA)	9 (64%)	3 (21%)	0 (0%)	0 (0%)	0 (0%)	2 (14%)	14
U.S. Department of Agriculture (USDA)	9 (64%)	3 (21%)	0 (0%)	0 (0%)	1 (7%)	1 (7%)	14
Consumer Product Safety Commission (CPSC)	10 (71%)	1 (7%)	0 (0%)	0 (0%)	1 (7%)	2 (14%)	14
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	11 (79%)	1 (7%)	0 (0%)	0 (0%)	1 (7%)	1 (7%)	14
National Marine Fisheries Service (NMFS)	11 (79%)	1 (7%)	0 (0%)	0 (0%)	1 (7%)	1 (7%)	14
National Highway Traffic Safety Administration (NHTSA)	11 (79%)	1 (7%)	0 (0%)	0 (0%)	1 (7%)	1 (7%)	14
Fish & Wildlife Service (FWS)	11 (79%)	1 (7%)	0 (0%)	0 (0%)	1 (7%)	1 (7%)	14
Plant Protection Quarantine (PPQ - CBP AG)	11 (79%)	2 (14%)	0 (0%)	0 (0%)	0 (0%)	1 (7%)	14

### Consumer Products & Mass Merch.

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	23 (55%)	8 (19%)	3 (7%)	2 (5%)	3 (7%)	3 (7%)	42
Environmental Protection Agency (EPA)	29 (69%)	0 (0%)	0 (0%)	0 (0%)	4 (10%)	9 (21%)	42
U.S. Department of Agriculture (USDA)	26 (62%)	4 (10%)	0 (0%)	2 (5%)	3 (7%)	7 (17%)	42
Consumer Product Safety Commission (CPSC)	22 (52%)	7 (17%)	0 (0%)	0 (0%)	6 (14%)	7 (17%)	42
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	26 (62%)	3 (7%)	0 (0%)	0 (0%)	4 (10%)	9 (21%)	42
National Marine Fisheries Service (NMFS)	29 (69%)	0 (0%)	0 (0%)	0 (0%)	4 (10%)	9 (21%)	42
National Highway Traffic Safety Administration (NHTSA)	28 (67%)	1 (2%)	0 (0%)	0 (0%)	4 (10%)	9 (21%)	42
Fish & Wildlife Service (FWS)	27 (64%)	4 (10%)	1 (2%)	0 (0%)	4 (10%)	6 (14%)	42
Plant Protection Quarantine (PPQ - CBP AG)	26 (62%)	3 (7%)	0 (0%)	1 (2%)	3 (7%)	9 (21%)	42

Cont. 2 -- 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

**Industrial & Manuf. Materials**

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	9 (82%)	2 (18%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	11
<b>Environmental Protection Agency (EPA)</b>	8 (73%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (27%)	11
<b>U.S. Department of Agriculture (USDA)</b>	8 (73%)	1 (9%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	11
<b>Consumer Product Safety Commission (CPSC)</b>	6 (55%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (45%)	11
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	7 (64%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (36%)	11
<b>National Marine Fisheries Service (NMFS)</b>	6 (55%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (45%)	11
<b>National Highway Traffic Safety Administration (NHTSA)</b>	7 (64%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (36%)	11
<b>Fish &amp; Wildlife Service (FWS)</b>	6 (55%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (45%)	11
<b>Plant Protection Quarantine (PPQ - CBP AG)</b>	6 (55%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (45%)	11

**IT & Consumer Electronics**

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	16 (80%)	0 (0%)	0 (0%)	2 (10%)	0 (0%)	2 (10%)	20
<b>Environmental Protection Agency (EPA)</b>	12 (60%)	0 (0%)	0 (0%)	1 (5%)	0 (0%)	7 (35%)	20
<b>U.S. Department of Agriculture (USDA)</b>	13	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (35%)	20

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	(65%)						
<b>Consumer Product Safety Commission (CPSC)</b>	14 (70%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	13 (65%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (35%)	20
<b>National Marine Fisheries Service (NMFS)</b>	13 (65%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (35%)	20
<b>National Highway Traffic Safety Administration (NHTSA)</b>	13 (65%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (35%)	20
<b>Fish &amp; Wildlife Service (FWS)</b>	13 (65%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (35%)	20
<b>Plant Protection Quarantine (PPQ - CBP AG)</b>	14 (70%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20

## COAC 2013 Trade Efficiency Survey

Cont. 3 -- 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

**Petroleum, Natural Gas & Minerals**

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	0	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
<b>Environmental Protection Agency (EPA)</b>	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
<b>U.S. Department of Agriculture (USDA)</b>	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
<b>Consumer Product Safety Commission (CPSC)</b>	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
<b>National Marine Fisheries Service (NMFS)</b>	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
<b>National Highway Traffic Safety Administration (NHTSA)</b>	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
<b>Fish &amp; Wildlife Service (FWS)</b>	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
<b>Plant Protection Quarantine (PPQ - CBP AG)</b>	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

**Pharma, Health & Chemicals**

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	11 (55%)	4 (20%)	1 (5%)	1 (5%)	2 (10%)	1 (5%)	20
<b>Environmental Protection Agency (EPA)</b>	11 (55%)	2 (10%)	0 (0%)	0 (0%)	1 (5%)	6 (30%)	20
<b>U.S. Department of Agriculture (USDA)</b>	12 (60%)	2 (10%)	0 (0%)	0 (0%)	2 (10%)	4 (20%)	20
<b>Consumer Product Safety Commission (CPSC)</b>	14 (70%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	14 (70%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20
<b>National Marine Fisheries Service (NMFS)</b>	14 (70%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20
<b>National Highway Traffic Safety Administration (NHTSA)</b>	14 (70%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20
<b>Fish &amp; Wildlife Service (FWS)</b>	12 (60%)	2 (10%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20
<b>Plant Protection Quarantine (PPQ - CBP AG)</b>	14 (70%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (30%)	20

COAC 2013 Trade Efficiency Survey

Cont. 4 -- 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

Textiles, Wearing Apparel & Footwear

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	13 (57%)	3 (13%)	1 (4%)	2 (9%)	1 (4%)	3 (13%)	23
Environmental Protection Agency (EPA)	18 (78%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	4 (17%)	23
U.S. Department of Agriculture (USDA)	16 (70%)	3 (13%)	0 (0%)	0 (0%)	1 (4%)	3 (13%)	23
Consumer Product Safety Commission (CPSC)	18 (78%)	2 (9%)	0 (0%)	0 (0%)	1 (4%)	2 (9%)	23
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	17 (74%)	1 (4%)	0 (0%)	0 (0%)	1 (4%)	4 (17%)	23
National Marine Fisheries Service (NMFS)	18 (78%)	0 (0%)	0 (0%)	0 (0%)	1 (4%)	4 (17%)	23
National Highway Traffic Safety Administration (NHTSA)	17 (74%)	1 (4%)	0 (0%)	0 (0%)	1 (4%)	4 (17%)	23
Fish & Wildlife Service (FWS)	19 (83%)	2 (9%)	0 (0%)	0 (0%)	1 (4%)	1 (4%)	23
Plant Protection Quarantine (PPQ - CBP AG)	17 (74%)	1 (4%)	0 (0%)	0 (0%)	0 (0%)	5 (22%)	23

All

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	8 (31%)	9 (35%)	1 (4%)	3 (12%)	2 (8%)	3 (12%)	26
Environmental Protection Agency (EPA)	15 (58%)	0 (0%)	0 (0%)	0 (0%)	5 (19%)	6 (23%)	26
U.S. Department of Agriculture (USDA)	9 (35%)	7 (27%)	1 (4%)	3 (12%)	3 (12%)	3 (12%)	26
Consumer Product Safety Commission (CPSC)	15 (58%)	1 (4%)	0 (0%)	0 (0%)	4 (15%)	6 (23%)	26
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	15 (58%)	0 (0%)	0 (0%)	0 (0%)	4 (15%)	7 (27%)	26
National Marine Fisheries Service (NMFS)	13 (50%)	1 (4%)	0 (0%)	0 (0%)	5 (19%)	7 (27%)	26
National Highway Traffic Safety Administration (NHTSA)	13 (50%)	1 (4%)	0 (0%)	0 (0%)	5 (19%)	7 (27%)	26
Fish & Wildlife Service (FWS)	15 (58%)	2 (8%)	0 (0%)	0 (0%)	3 (12%)	6 (23%)	26
Plant Protection Quarantine (PPQ - CBP AG)	11 (42%)	6 (23%)	1 (4%)	0 (0%)	4 (15%)	4 (15%)	26

## COAC 2013 Trade Efficiency Survey

Cont. 5 -- 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

Other

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
<b>Food &amp; Drug Administration (FDA)</b>	11 (58%)	5 (26%)	0 (0%)	1 (5%)	0 (0%)	2 (11%)	19
<b>Environmental Protection Agency (EPA)</b>	12 (63%)	1 (5%)	0 (0%)	0 (0%)	1 (5%)	5 (26%)	19
<b>U.S. Department of Agriculture (USDA)</b>	10 (53%)	5 (26%)	0 (0%)	1 (5%)	1 (5%)	2 (11%)	19
<b>Consumer Product Safety Commission (CPSC)</b>	12 (63%)	0 (0%)	0 (0%)	0 (0%)	3 (16%)	4 (21%)	19
<b>Bureau of Alcohol, Tobacco, Firearms &amp; Explosives (ATF&amp;E)</b>	10 (53%)	0 (0%)	0 (0%)	0 (0%)	3 (16%)	6 (32%)	19
<b>National Marine Fisheries Service (NMFS)</b>	10 (53%)	0 (0%)	0 (0%)	0 (0%)	3 (16%)	6 (32%)	19
<b>National Highway Traffic Safety Administration (NHTSA)</b>	10 (53%)	0 (0%)	0 (0%)	0 (0%)	3 (16%)	6 (32%)	19
<b>Fish &amp; Wildlife Service (FWS)</b>	10 (53%)	0 (0%)	0 (0%)	0 (0%)	3 (16%)	6 (32%)	19
<b>Plant Protection Quarantine (PPQ - CBP AG)</b>	11 (58%)	0 (0%)	0 (0%)	0 (0%)	2 (11%)	6 (32%)	19

# COAC 2013 Trade Efficiency Survey

Cross Tab by Job Type - 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

## Accounting or Financial Officer

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Plant Protection Quarantine (PPQ - CBP AG)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

## Consultant

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	2
Environmental Protection Agency (EPA)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2
U.S. Department of Agriculture (USDA)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2
Consumer Product Safety Commission (CPSC)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2
National Marine Fisheries Service (NMFS)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2
National Highway Traffic Safety Administration (NHTSA)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2
Fish & Wildlife Service (FWS)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	2
Plant Protection Quarantine (PPQ - CBP AG)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	2

COAC 2013 Trade Efficiency Survey

Cont. 1 -- 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

Customs Attorney

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Environmental Protection Agency (EPA)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
U.S. Department of Agriculture (USDA)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Consumer Product Safety Commission (CPSC)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
National Marine Fisheries Service (NMFS)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
National Highway Traffic Safety Administration (NHTSA)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Fish & Wildlife Service (FWS)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1
Plant Protection Quarantine (PPQ - CBP AG)	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1

Customs Compliance Officer

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	7 (64%)	2 (18%)	1 (9%)	0 (0%)	1 (9%)	0 (0%)	11
Environmental Protection Agency (EPA)	8 (73%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	1 (9%)	11
U.S. Department of Agriculture (USDA)	7 (64%)	1 (9%)	0 (0%)	0 (0%)	2 (18%)	1 (9%)	11
Consumer Product Safety Commission (CPSC)	8 (73%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	1 (9%)	11
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	8 (73%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	1 (9%)	11
National Marine Fisheries Service (NMFS)	8 (73%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	1 (9%)	11
National Highway Traffic Safety Administration (NHTSA)	8 (73%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	1 (9%)	11
Fish & Wildlife Service (FWS)	8 (73%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	1 (9%)	11
Plant Protection Quarantine (PPQ - CBP AG)	7 (64%)	1 (9%)	0 (0%)	0 (0%)	2 (18%)	1 (9%)	11



COAC 2013 Trade Efficiency Survey

Cont. 2 -- 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

Exporter

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Environmental Protection Agency (EPA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
U.S. Department of Agriculture (USDA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Consumer Product Safety Commission (CPSC)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Marine Fisheries Service (NMFS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
National Highway Traffic Safety Administration (NHTSA)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Fish & Wildlife Service (FWS)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0
Plant Protection Quarantine (PPQ - CBP AG)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0 (n/a)	0

Freight Forwarder

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Environmental Protection Agency (EPA)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2
U.S. Department of Agriculture (USDA)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2
Consumer Product Safety Commission (CPSC)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2
National Marine Fisheries Service (NMFS)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2
National Highway Traffic Safety Administration (NHTSA)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2
Fish & Wildlife Service (FWS)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2
Plant Protection Quarantine (PPQ - CBP AG)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2

COAC 2013 Trade Efficiency Survey

Cont. 3 -- 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

Importer

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	48 (66%)	7 (10%)	1 (1%)	3 (4%)	6 (8%)	8 (11%)	73
Environmental Protection Agency (EPA)	49 (67%)	1 (1%)	0 (0%)	0 (0%)	4 (5%)	19 (26%)	73
U.S. Department of Agriculture (USDA)	44 (60%)	9 (12%)	0 (0%)	1 (1%)	6 (8%)	13 (18%)	73
Consumer Product Safety Commission (CPSC)	45 (62%)	4 (5%)	0 (0%)	0 (0%)	7 (10%)	17 (23%)	73
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	43 (59%)	0 (0%)	0 (0%)	0 (0%)	8 (11%)	22 (30%)	73
National Marine Fisheries Service (NMFS)	44 (60%)	0 (0%)	0 (0%)	0 (0%)	6 (8%)	23 (32%)	73
National Highway Traffic Safety Administration (NHTSA)	44 (60%)	1 (1%)	0 (0%)	0 (0%)	7 (10%)	21 (29%)	73
Fish & Wildlife Service (FWS)	45 (62%)	3 (4%)	0 (0%)	0 (0%)	6 (8%)	19 (26%)	73
Plant Protection Quarantine (PPQ - CBP AG)	42 (58%)	4 (5%)	0 (0%)	0 (0%)	4 (5%)	23 (32%)	73

Importer/Exporter

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	45 (79%)	2 (4%)	1 (2%)	3 (5%)	2 (4%)	4 (7%)	57
Environmental Protection Agency (EPA)	42 (74%)	2 (4%)	0 (0%)	1 (2%)	1 (2%)	11 (19%)	57
U.S. Department of Agriculture (USDA)	39 (68%)	7 (12%)	0 (0%)	0 (0%)	1 (2%)	10 (18%)	57
Consumer Product Safety Commission (CPSC)	43 (75%)	0 (0%)	0 (0%)	0 (0%)	1 (2%)	13 (23%)	57
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	43 (75%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	14 (25%)	57
National Marine Fisheries Service (NMFS)	42 (74%)	1 (2%)	0 (0%)	0 (0%)	1 (2%)	13 (23%)	57
National Highway Traffic Safety Administration (NHTSA)	44 (77%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	13 (23%)	57
Fish & Wildlife Service (FWS)	43 (75%)	1 (2%)	0 (0%)	0 (0%)	1 (2%)	12 (21%)	57
Plant Protection Quarantine (PPQ - CBP AG)	45 (79%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	12 (21%)	57

COAC 2013 Trade Efficiency Survey

Cont. 4 -- 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

Licensed Customs Broker

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	20 (33%)	24 (40%)	4 (7%)	6 (10%)	3 (5%)	3 (5%)	60
Environmental Protection Agency (EPA)	41 (68%)	2 (3%)	0 (0%)	0 (0%)	7 (12%)	10 (17%)	60
U.S. Department of Agriculture (USDA)	31 (52%)	13 (22%)	3 (5%)	4 (7%)	5 (8%)	4 (7%)	60
Consumer Product Safety Commission (CPSC)	36 (60%)	7 (12%)	0 (0%)	0 (0%)	7 (12%)	10 (17%)	60
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	39 (65%)	5 (8%)	0 (0%)	0 (0%)	6 (10%)	10 (17%)	60
National Marine Fisheries Service (NMFS)	43 (72%)	0 (0%)	0 (0%)	0 (0%)	7 (12%)	10 (17%)	60
National Highway Traffic Safety Administration (NHTSA)	41 (68%)	2 (3%)	0 (0%)	0 (0%)	7 (12%)	10 (17%)	60
Fish & Wildlife Service (FWS)	39 (65%)	6 (10%)	1 (2%)	0 (0%)	5 (8%)	9 (15%)	60
Plant Protection Quarantine (PPQ - CBP AG)	36 (60%)	8 (13%)	2 (3%)	1 (2%)	5 (8%)	8 (13%)	60

Logistics Officer or Supply Chain Officer

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	3 (43%)	2 (29%)	1 (14%)	0 (0%)	0 (0%)	1 (14%)	7
Environmental Protection Agency (EPA)	2 (29%)	1 (14%)	0 (0%)	0 (0%)	1 (14%)	3 (43%)	7
U.S. Department of Agriculture (USDA)	2 (29%)	1 (14%)	0 (0%)	0 (0%)	0 (0%)	4 (57%)	7
Consumer Product Safety Commission (CPSC)	4 (57%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	2 (29%)	7
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	3 (43%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	3 (43%)	7
National Marine Fisheries Service (NMFS)	2 (29%)	1 (14%)	0 (0%)	0 (0%)	1 (14%)	3 (43%)	7
National Highway Traffic Safety Administration (NHTSA)	3 (43%)	0 (0%)	0 (0%)	0 (0%)	1 (14%)	3 (43%)	7
Fish & Wildlife Service (FWS)	2 (29%)	1 (14%)	0 (0%)	0 (0%)	1 (14%)	3 (43%)	7
Plant Protection Quarantine (PPQ - CBP AG)	2 (29%)	1 (14%)	0 (0%)	0 (0%)	1 (14%)	3 (43%)	7

COAC 2013 Trade Efficiency Survey

Cont. 5 -- 44) Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?

Other

	None	1% - 2%	3% - 4%	≥5%	Do not know	Skipped	Total count
Food & Drug Administration (FDA)	2 (33%)	3 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	6
Environmental Protection Agency (EPA)	3 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (50%)	6
U.S. Department of Agriculture (USDA)	4 (67%)	1 (17%)	0 (0%)	1 (17%)	0 (0%)	0 (0%)	6
Consumer Product Safety Commission (CPSC)	4 (67%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (33%)	6
Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF&E)	4 (67%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (33%)	6
National Marine Fisheries Service (NMFS)	4 (67%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (33%)	6
National Highway Traffic Safety Administration (NHTSA)	4 (67%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (33%)	6
Fish & Wildlife Service (FWS)	5 (83%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	6
Plant Protection Quarantine (PPQ - CBP AG)	4 (67%)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	6

## Conclusion

The 2013 COAC Trade Efficiency Survey provided information to aid in both CBP and PGA prioritization, as well as gather current state baseline information. This was a useful and essential tool that COAC plans to issue and share with CBP annually. We will continue to edit the question base as impacts require measurement and as CBP's own data are conditioned to gather and provide metrics that render questions irrelevant.

## Index

Question	Industry Crosstab	Job Crosstab
1 <a href="#">Please select the area that best characterizes your expertise or responsibility</a>		
2 <a href="#">Based on the predominate number of imported products, please select the industry grouping below that most closely identifies your business</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
3 <a href="#">Please select the number of entries your company files in the U.S. within a year:</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
4 <a href="#">What is your current overall level of satisfaction with CBP as a whole as it pertains to trade facilitation?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
5 <a href="#">What is your overall level of satisfaction with CBP's ports of entry by region as it pertains to trade facilitation?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
6 <a href="#">Please rank the importance of the following trade facilitation concerns for your industry:</a>	<a href="#">Industry Crosstab</a>	
7 <a href="#">Has your business been impacted by AD/CVD retrospective enforcement?</a>	<a href="#">Industry Crosstab</a>	
8 <a href="#">If yes, please describe:</a>	<a href="#">Industry Crosstab</a>	
9 <a href="#">Do you favor the current retrospective AD/CVD system or some form of a prospective system where final duties and collections would take place at the time of initial importation?</a>	<a href="#">Industry Crosstab</a>	
10 <a href="#">Please select all of CBP's trusted trader programs you are currently enrolled in:</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>

# COAC 2013 Trade Efficiency Survey

11 <a href="#">What benefits would you like to see as a part of CBP's trusted trader programs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
12 <a href="#">Has your company had a delay on the release of your shipments?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
13 <a href="#">How does your company obtain knowledge of a delay on the release of your shipments?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
14 <a href="#">On average, select the percentage of your entries that are impacted by the below delays:</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
15 <a href="#">On average, how many hours or days does a docs required message delay the release of your merchandise?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
16 <a href="#">On average, how many hours or days does a hold delay the release of your merchandise?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
17 <a href="#">Do you contact any of the following entities when you experience a delay?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
18 <a href="#">On average, how much does a day of delay in the release of your merchandise cost your company, including both direct and indirect costs?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
19 <a href="#">What business impacts have resulted from holds that did not result in refusals?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
20 <a href="#">Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
21 <a href="#">Was your company's cargo stopped for examination during 2012?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
22 <a href="#">If your cargo was stopped for an exam in 2012, please list the number of times stopped:</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
23 <a href="#">If your cargo was stopped for an exam in 2012, what percentage of your total shipments does that represent? i.e., If there were 12,500 shipments, and 100 were stopped last year, 0.8% of shipments were stopped.</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>

# COAC 2013 Trade Efficiency Survey

24 <a href="#">Please rank the port of entry region that conducted the most exams on your shipments in 2012, with 7 being the region that conducted the highest number of exams and 1 being the region that conducted the lowest number of exams.</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
25 <a href="#">Please rank which type of Exam occurred most often, with 3 occurring the most frequently, and 1 being the least. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
26 <a href="#">Please select the average number of days spent waiting for an exam in 2012.</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
27 <a href="#">On average, what was the cost (both indirect and direct) of the Exams in 2012?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
28 <a href="#">On average, how much internal and external personnel time does it take to manage the lifecycle of an average entry?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
29 <a href="#">On average, what are the internal and external estimated costs of managing the lifecycle of an average entry?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
30 <a href="#">How many CF 28's did you receive in 2012?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
31 <a href="#">On average, how much internal and external personnel time does it take to respond to one CF 28?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
32 <a href="#">On average, what is the overall internal and external estimated cost to respond to one CF 28?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
33 <a href="#">Please rank the port of entry region that issued the most CF-28s to you in 2012, with 7 being the region that issued the highest number of CF-28's and 1 being the region that issued the lowest number of CF-28s.</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
34 <a href="#">Is your imported merchandise subject to PGA regulations?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
35 <a href="#">Select the percentage of your entries the below PGAs regulate:</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>



# COAC 2013 Trade Efficiency Survey

36 <a href="#">Please rank the importance of the issues when dealing with PGAs, with 5 being the most important issue and 1 being the least important issue. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
37 <a href="#">Do you know whether release delays (i.e. holds) are placed by CBP or a PGA?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
38 <a href="#">If your cargo was held by a PGA, do you know whether the delay was due to an examination or whether insufficient information about the shipment was provided at time of entry release?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
39 <a href="#">On average, how many hours does a PGA cargo hold delay the release of your merchandise?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
40 <a href="#">Do you contact any of the following entities when you experience a delay</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
41 <a href="#">After contacting entities regarding a delay, how satisfied are you with their customer service?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
42 <a href="#">Please rank the following solutions to provide visibility to the importation process with 5 being the most important priority and 1 being the least important priority. If you have no response to the "Other" option, please assign the lowest ranking (1) to that choice.</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
43 <a href="#">What is your overall level of satisfaction with PGAs as it pertains to trade facilitation?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
44 <a href="#">Over the past 12 months, what percentage of your holds from the following agencies have resulted in actual refusals?</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
45 <a href="#">Please select the total number of shipments [filings] your organization exports within a year</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
46 <a href="#">Please select the total number of export declarations (i.e., EEI) [filings] that your organization files within a year</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
47 <a href="#">Select the mode of transportation most commonly used for the following export declarations (i.e. EEI):</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
48 <a href="#">Please select the percent of your total export shipments [entries] delayed by the following:</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
49 <a href="#">Select the mode of transportation most used for the following export declarations (i.e. EEI):</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>

COAC 2013 Trade Efficiency Survey

50	<a href="#">Please rank the importance of the following export concerns for your industry:</a>	<a href="#">Industry Crosstab</a>	<a href="#">Job Crosstab</a>
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